Promethean Technical Training

AB1 and AB2 Installs

Installing ACTIVBoard Drivers

- Select Language (Default is English)
- Click OK

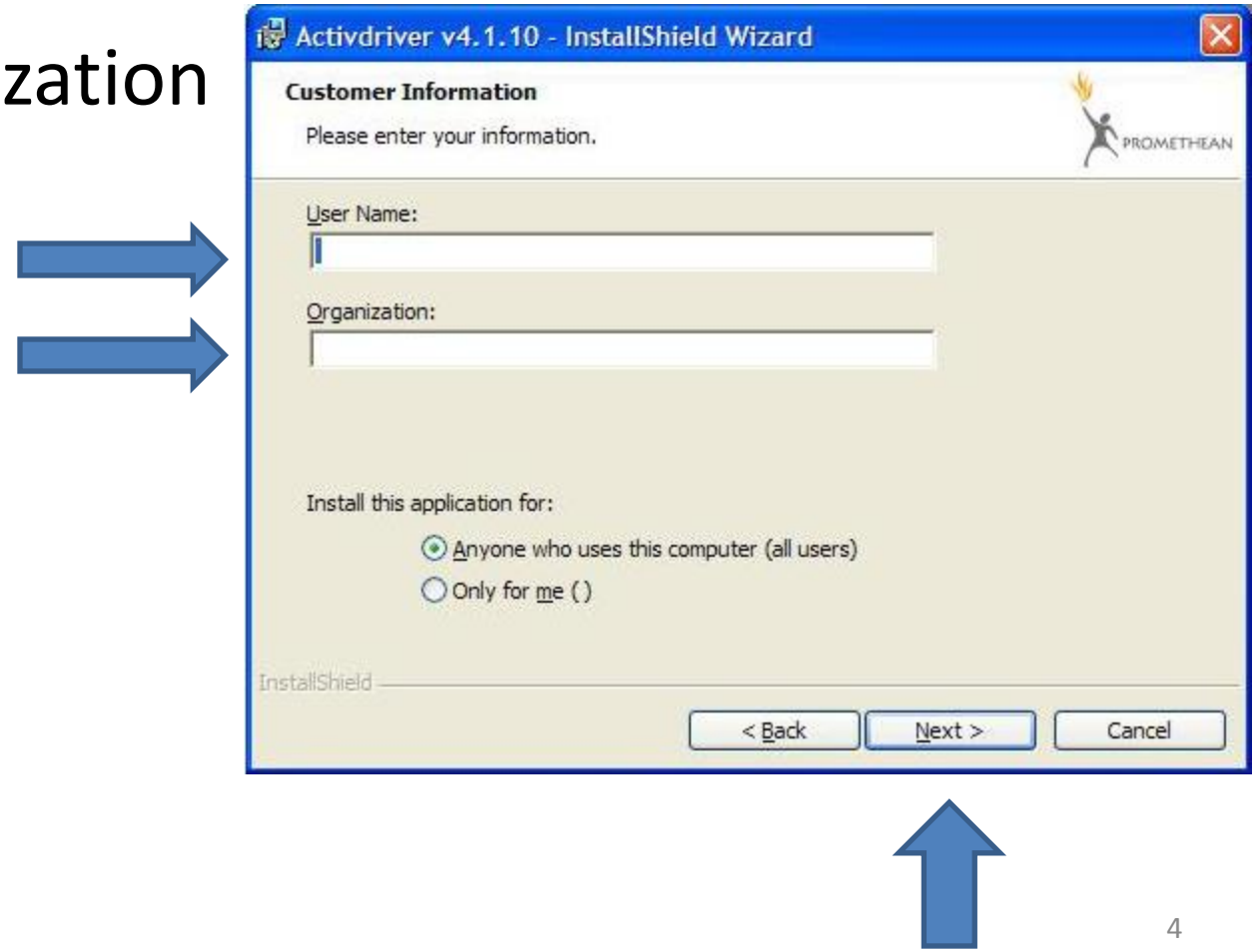
Installing ACTIVBoard Drivers

- Click Next

Activdriver v4.1.10 - InstallShield Wizard
Welcome to the InstallShield Wizard for Activdriver v4.1.10
The InstallShield(R) Wizard will install Activdriver v4.1.10 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Next >
Cancel

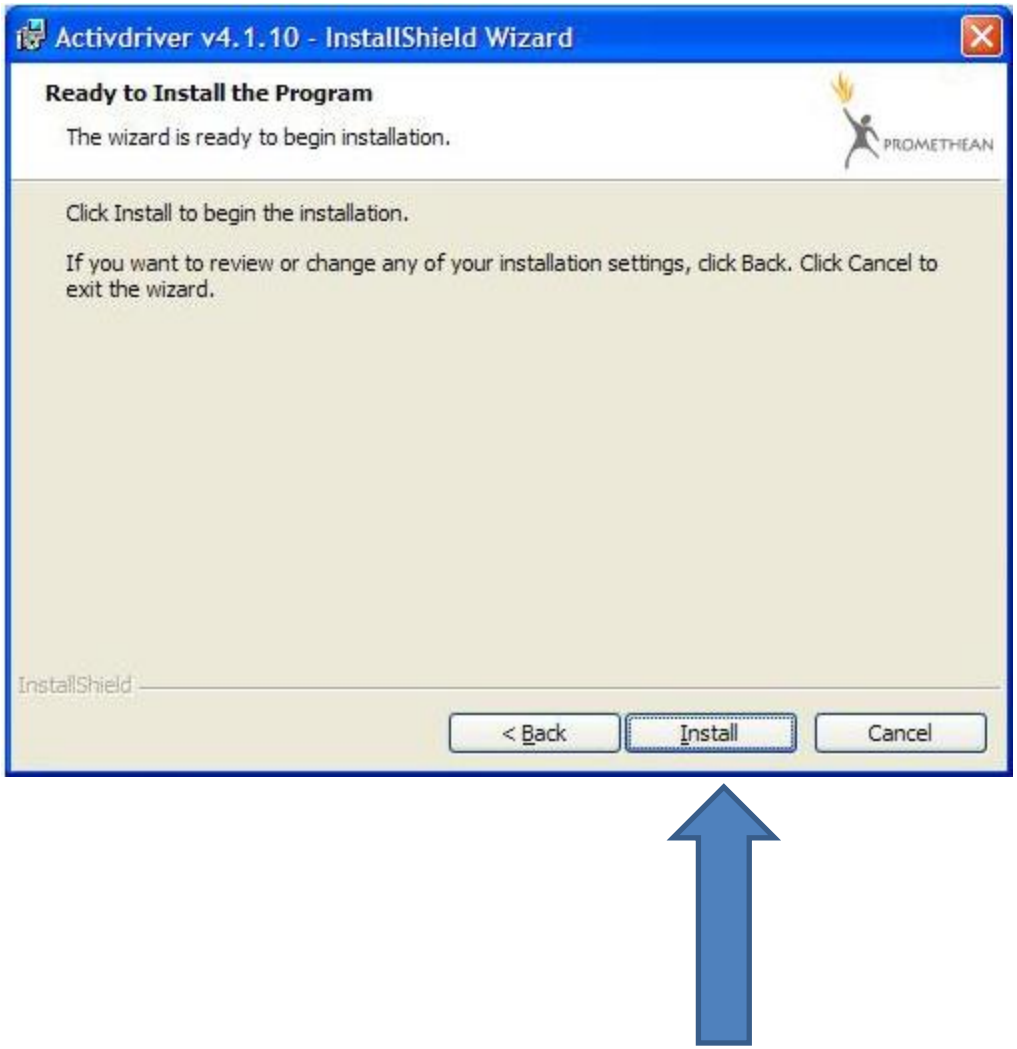
Installing ACTIVBoard Drivers

- Enter User Name
- Enter Organization
- Click Next



Installing ACTIVBoard Drivers

- Click Install

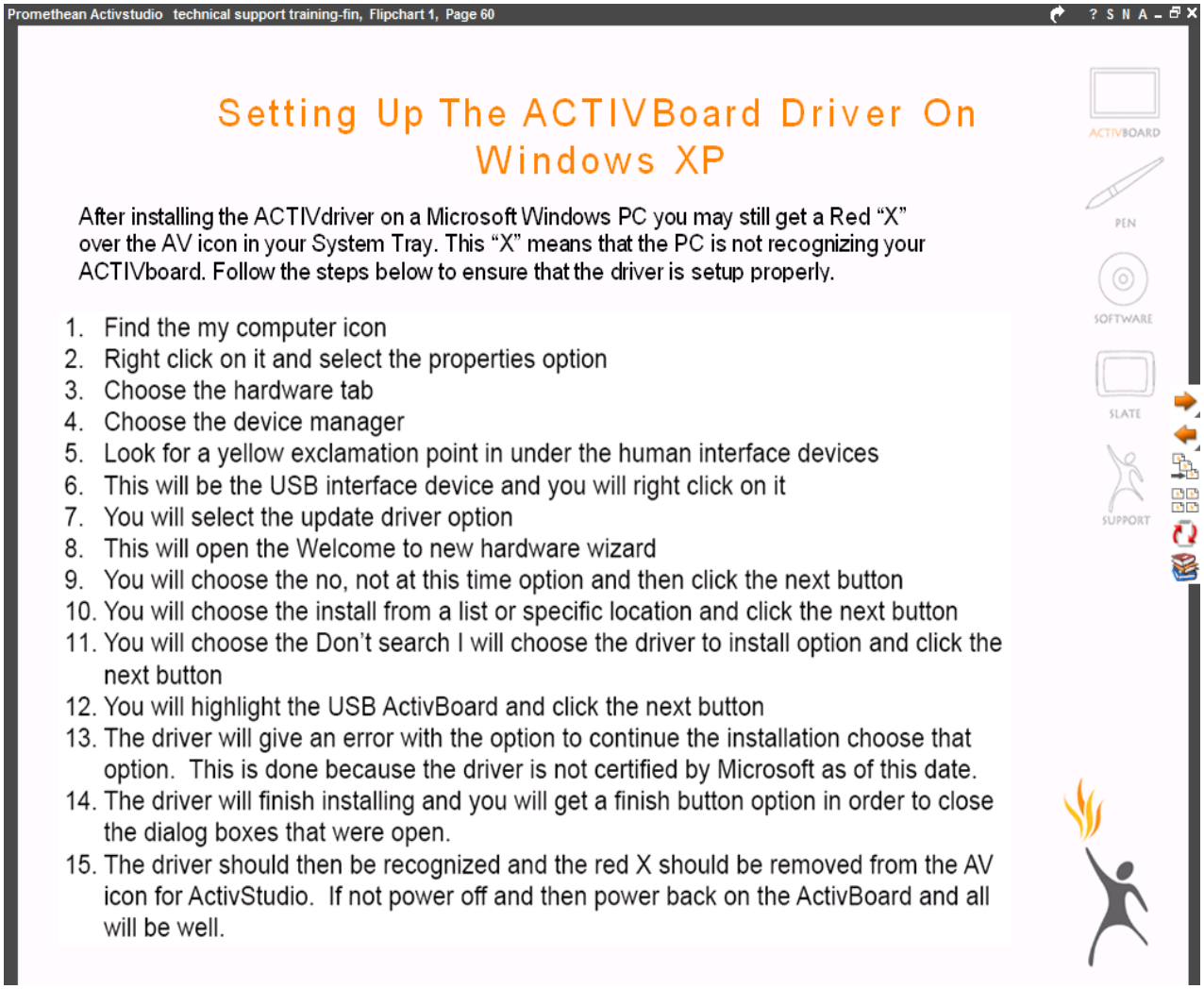

Activdriver v4.1.10 - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
PROMETHEAN
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Installing ACTIVBoard Drivers

- Click Finish

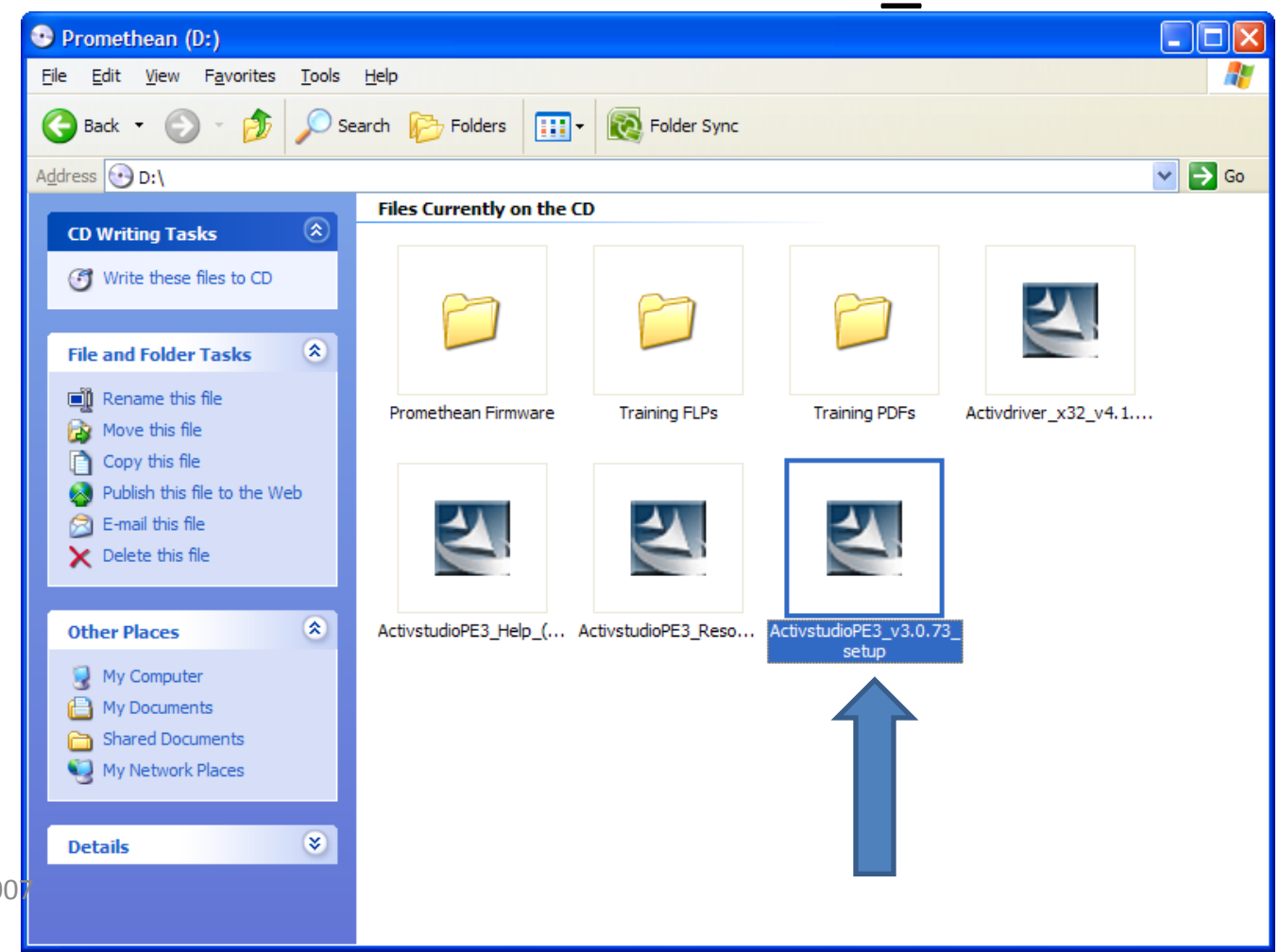
Activdriver v4.1.10 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Activdriver v4.1.10. Click Finish to exit the wizard.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Finish
Cancel

Installing ACTIVBoard Drivers


Promethean Activstudio technical support training-fin, Flipchart 1, Page 60
Setting Up The ACTIVBoard Driver On Windows XP
After installing the ACTIVdriver on a Microsoft Windows PC you may still get a Red "X" over the AV icon in your System Tray. This "X" means that the PC is not recognizing your ACTIVboard. Follow the steps below to ensure that the driver is setup properly.
1. Find the my computer icon
2. Right click on it and select the properties option
3. Choose the hardware tab
4. Choose the device manager
5. Look for a yellow exclamation point in under the human interface devices
6. This will be the USB interface device and you will right click on it
7. You will select the update driver option
8. This will open the Welcome to new hardware wizard
9. You will choose the no, not at this time option and then click the next button
10. You will choose the install from a list or specific location and click the next button
11. You will choose the Don't search I will choose the driver to install option and click the next button
12. You will highlight the USB ActivBoard and click the next button
13. The driver will give an error with the option to continue the installation choose that option. This is done because the driver is not certified by Microsoft as of this date.
14. The driver will finish installing and you will get a finish button option in order to close the dialog boxes that were open.
15. The driver should then be recognized and the red X should be removed from the AV icon for ActivStudio. If not power off and then power back on the ActivBoard and all will be well.
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT

Installing Activstudio Software

- Double Click ActivstudioPE3_v3.xxx Icon

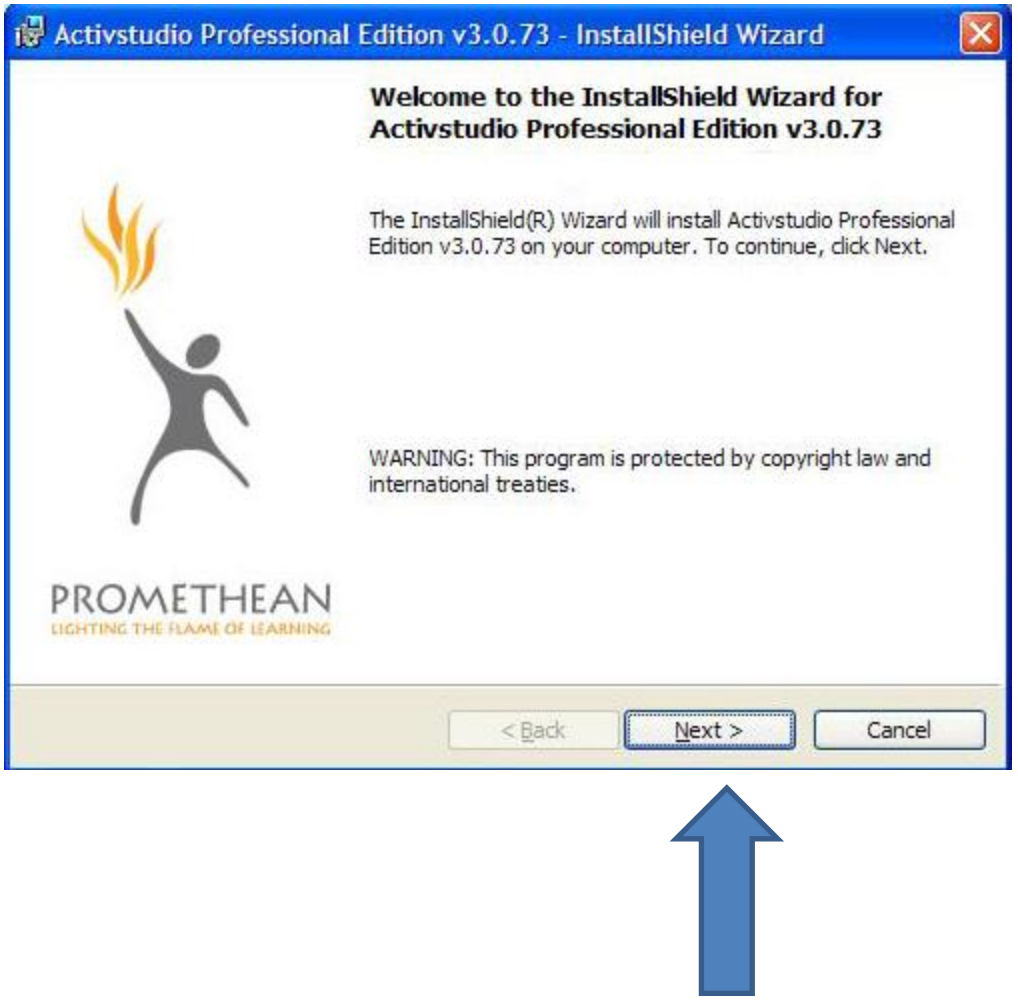


Installing Activstudio Software

- Select Language (English is Default)
- Click OK

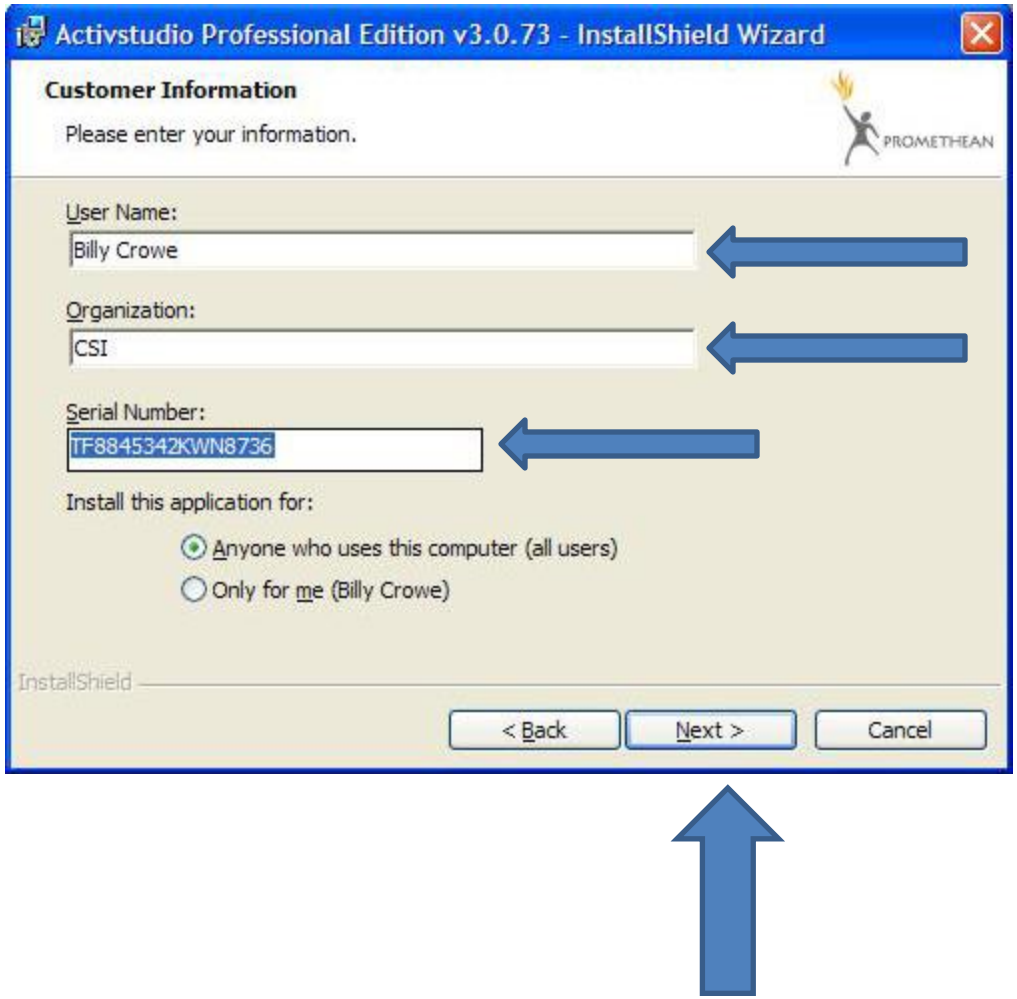
Installing Activstudio Software

- Click Next


Activstudio Professional Edition v3.0.73 - InstallShield Wizard
Welcome to the InstallShield Wizard for Activstudio Professional Edition v3.0.73
The InstallShield(R) Wizard will install Activstudio Professional Edition v3.0.73 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Next >
Cancel

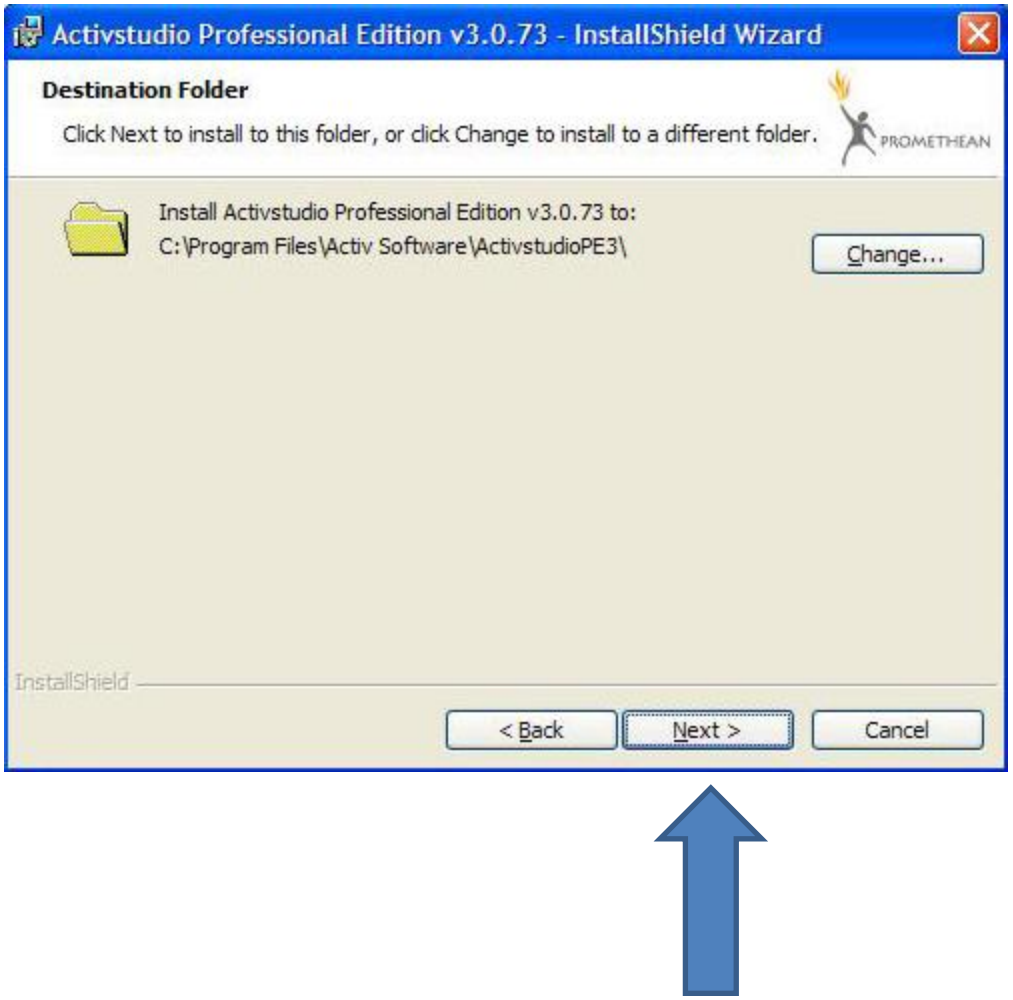
Installing Activstudio Software

- Enter User Name
- Enter Organization
- Serial # if needed
- Click Next



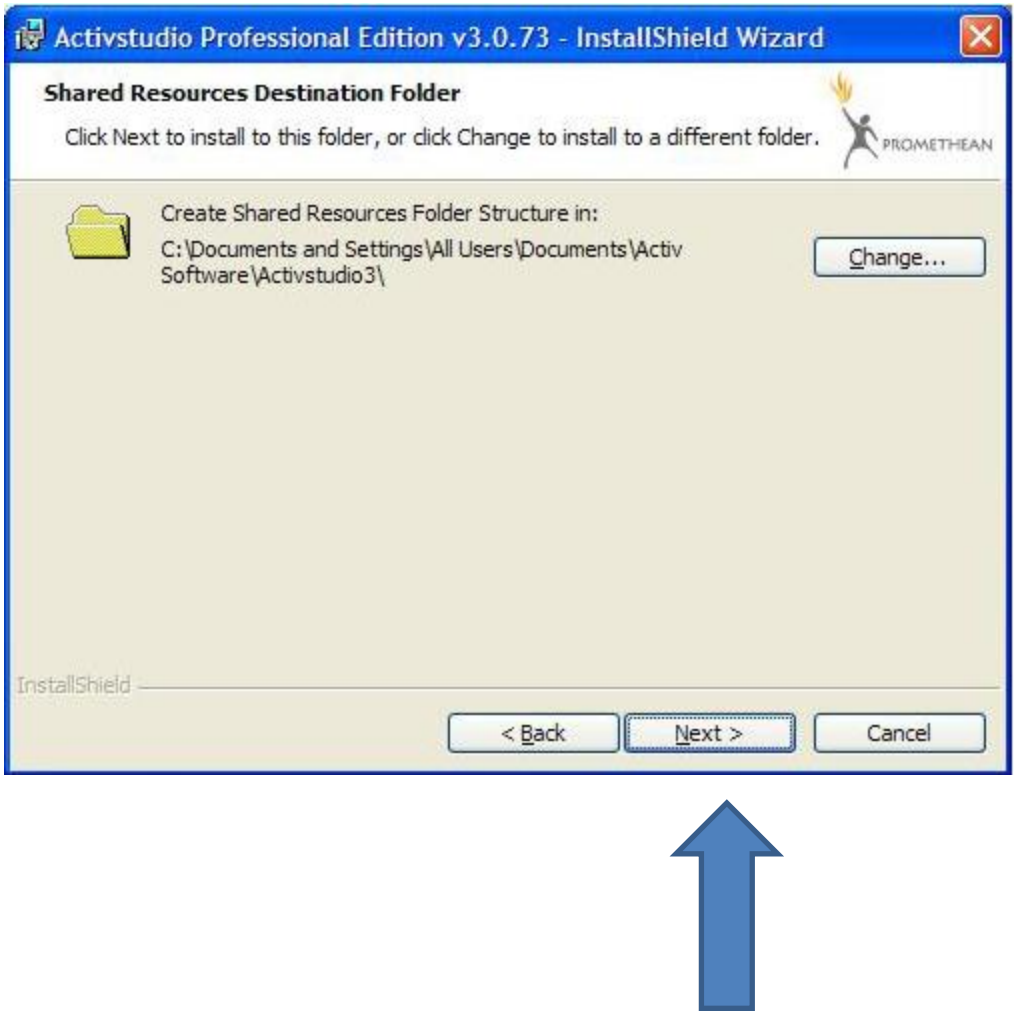
Installing Activstudio Software

- Click Next


Activstudio Professional Edition v3.0.73 - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
PROMETHEAN
Install Activstudio Professional Edition v3.0.73 to:
C:\Program Files\Activ Software\ActivstudioPE3\
Change...
InstallShield
< Back
Next >
Cancel

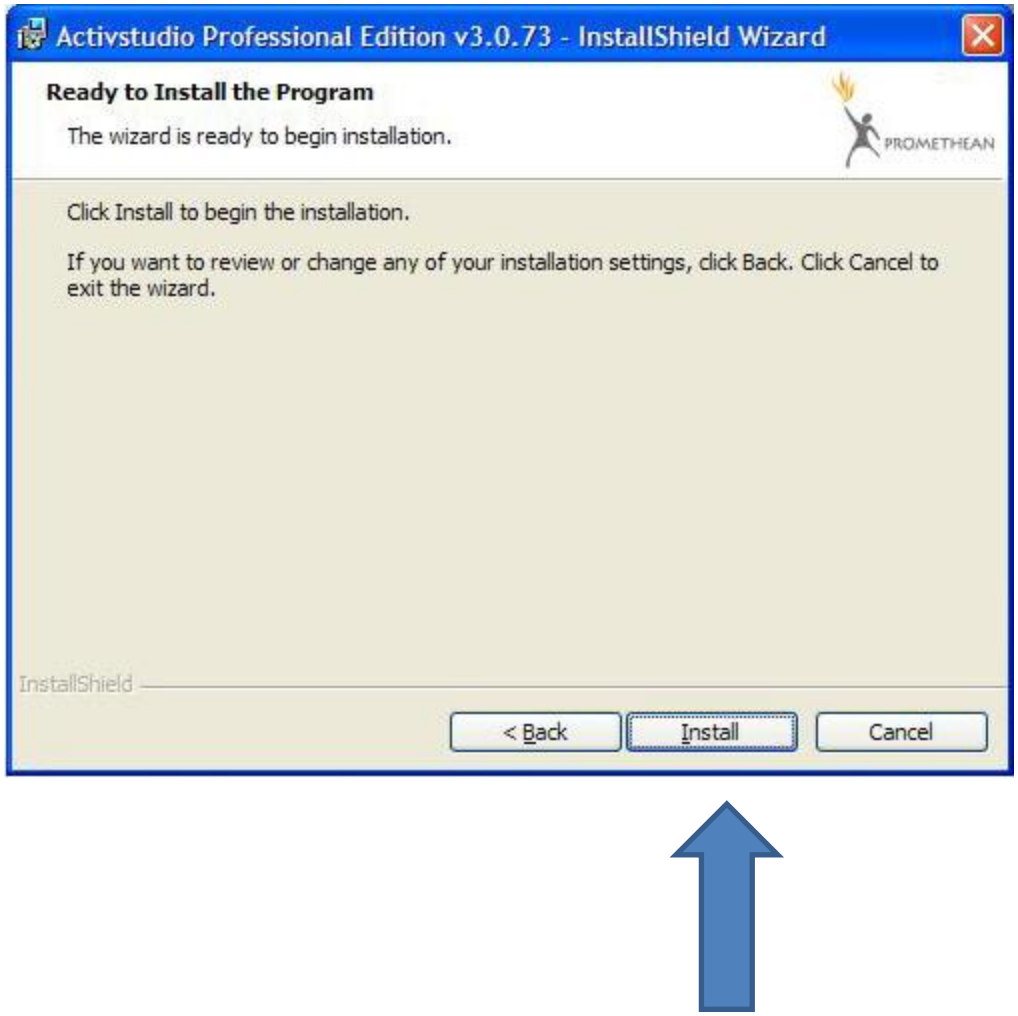
Installing Activstudio Software

- Click Next


Activstudio Professional Edition v3.0.73 - InstallShield Wizard
Shared Resources Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
PROMETHEAN
Create Shared Resources Folder Structure in:
C:\Documents and Settings\All Users\Documents\Activ Software\Activstudio3\
Change...
InstallShield
< Back
Next >
Cancel

Installing Activstudio Software

- Click Install


Activstudio Professional Edition v3.0.73 - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
PROMETHEAN
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

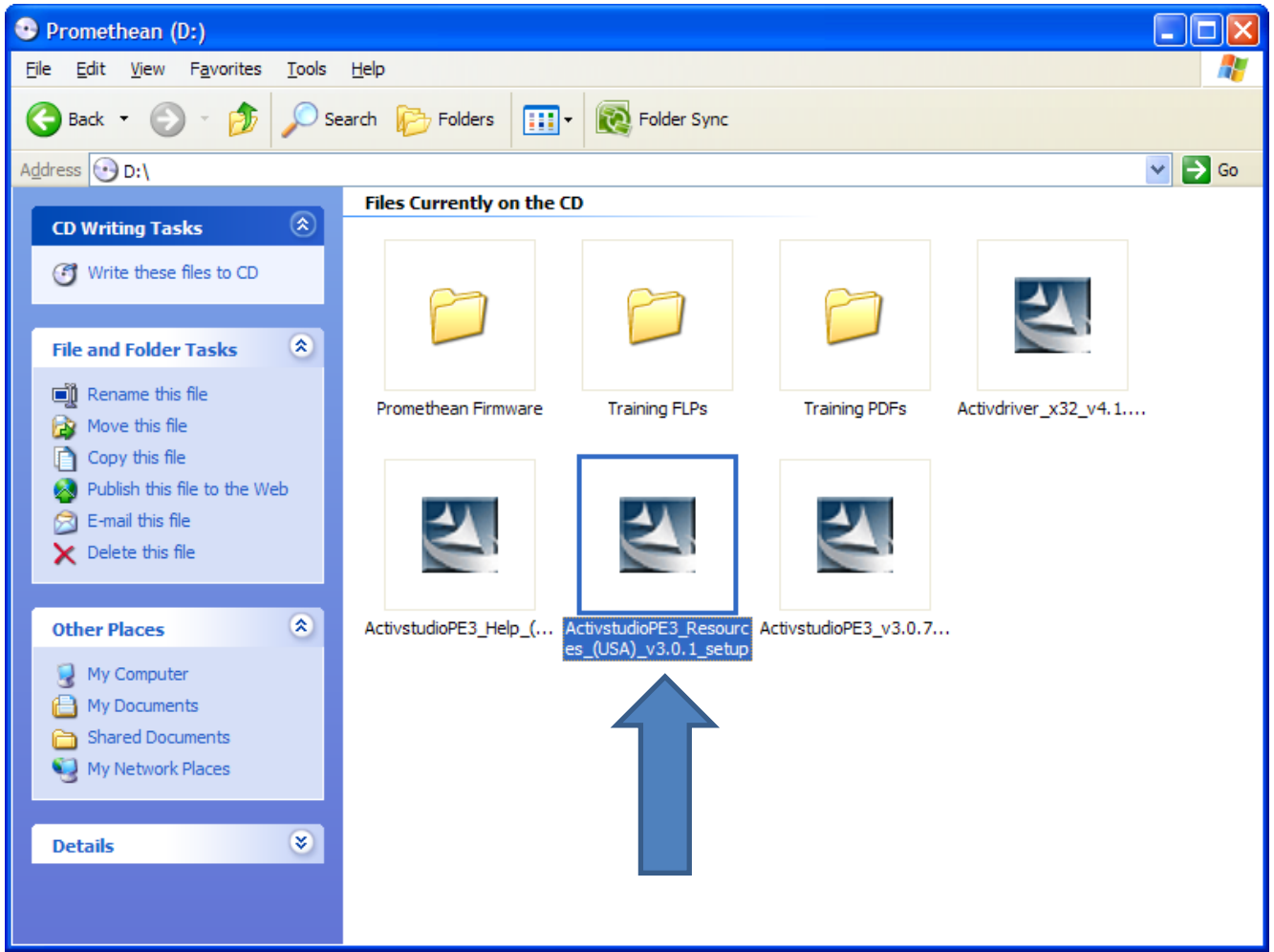
Installing Activstudio Software

- Click Finish

Activstudio Professional Edition v3.0.73 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Activstudio Professional Edition v3.0.73. Click Finish to exit the wizard.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Finish
Cancel

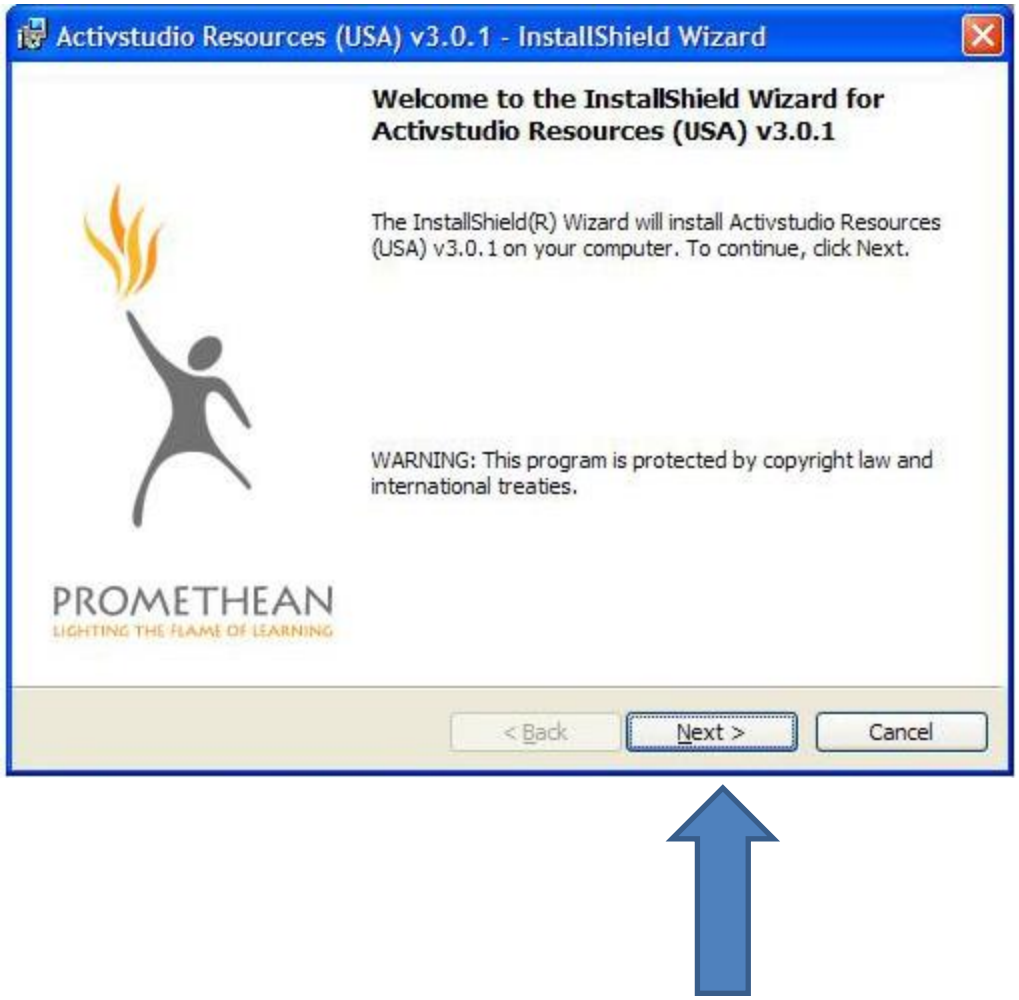
Installing Activstudio Resources

- Double Click ActivstudioPE3_Resources Icon



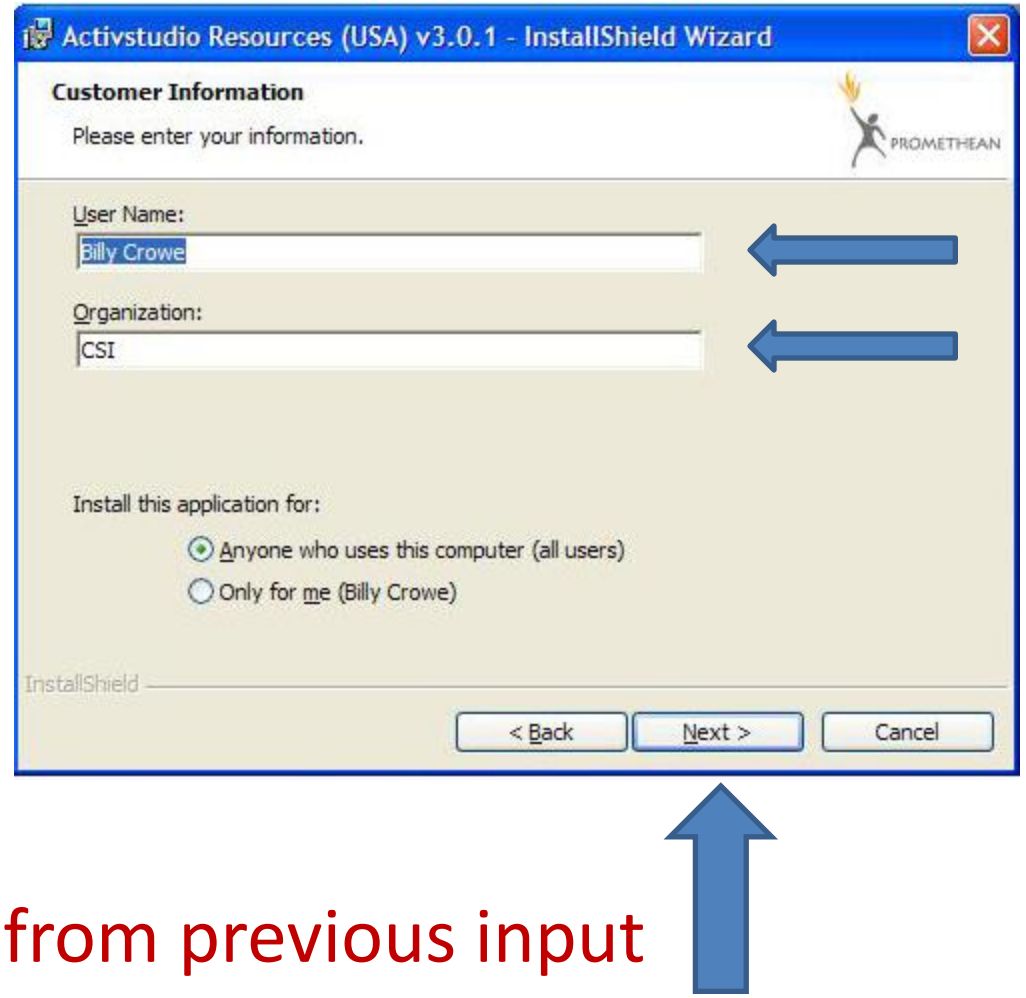
Installing Activstudio Resources

- Click Next


Activstudio Resources (USA) v3.0.1 - InstallShield Wizard
Welcome to the InstallShield Wizard for Activstudio Resources (USA) v3.0.1
The InstallShield(R) Wizard will install Activstudio Resources (USA) v3.0.1 on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Next >
Cancel

Installing Activstudio Resources

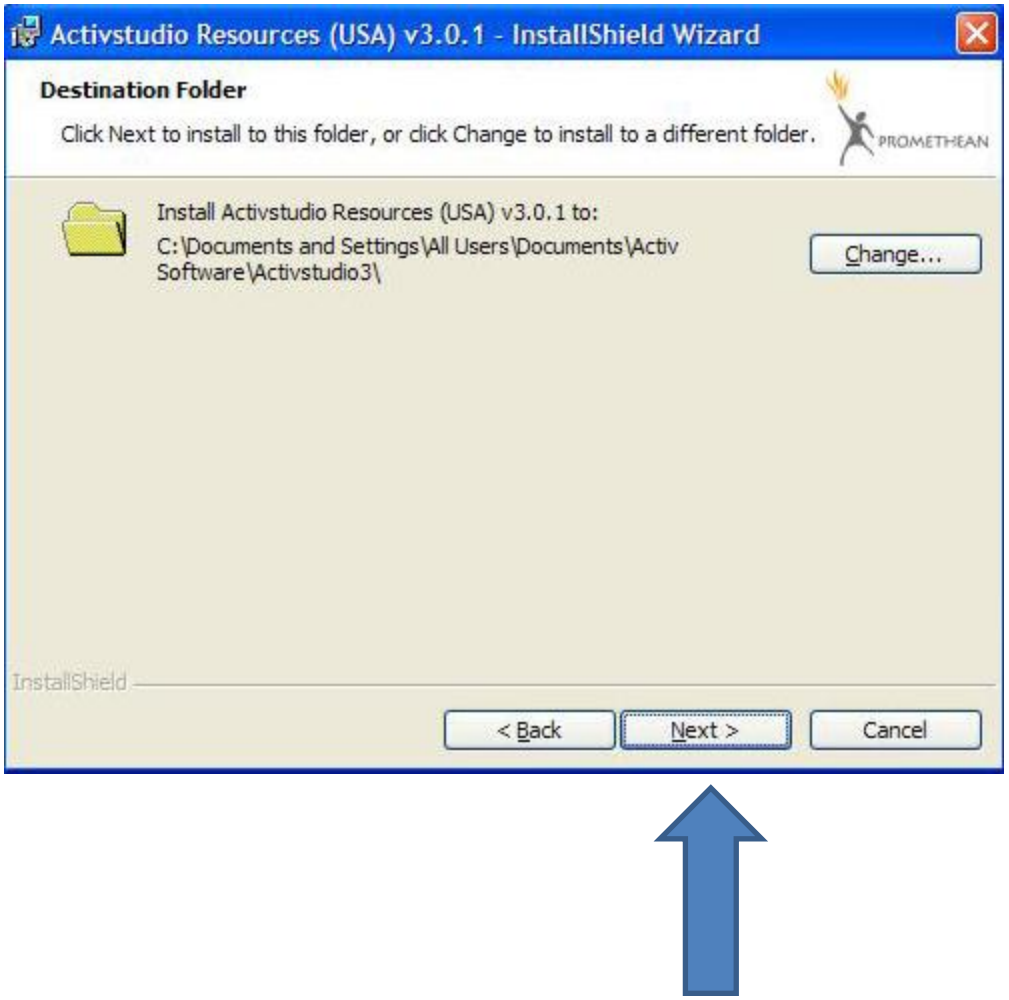
- Enter User Name
- Enter Organization
- Click Next



- This info should pull from previous input

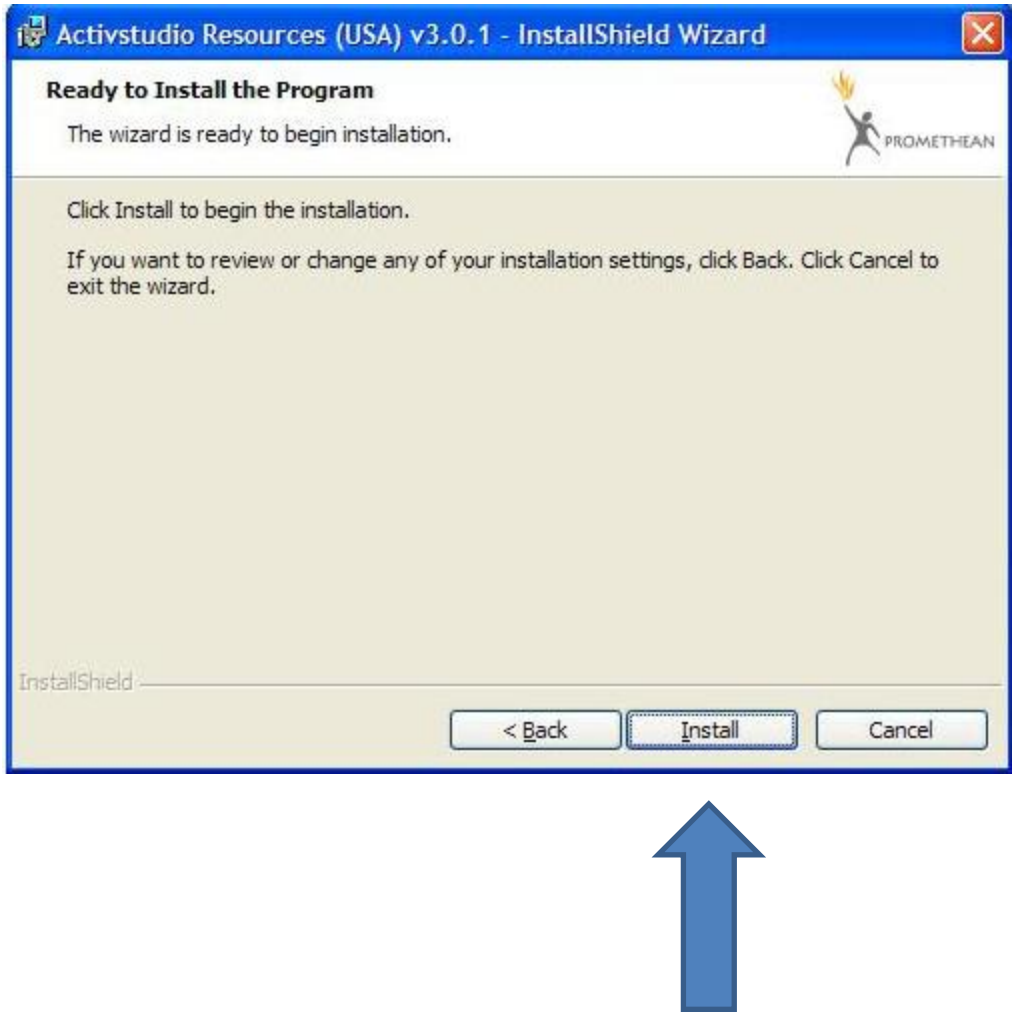
Installing Activstudio Resources

- Click Next


Activstudio Resources (USA) v3.0.1 - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
PROMETHEAN
Install Activstudio Resources (USA) v3.0.1 to:
C:\Documents and Settings\All Users\Documents\Activ Software\Activstudio3\
Change...
InstallShield
< Back
Next >
Cancel

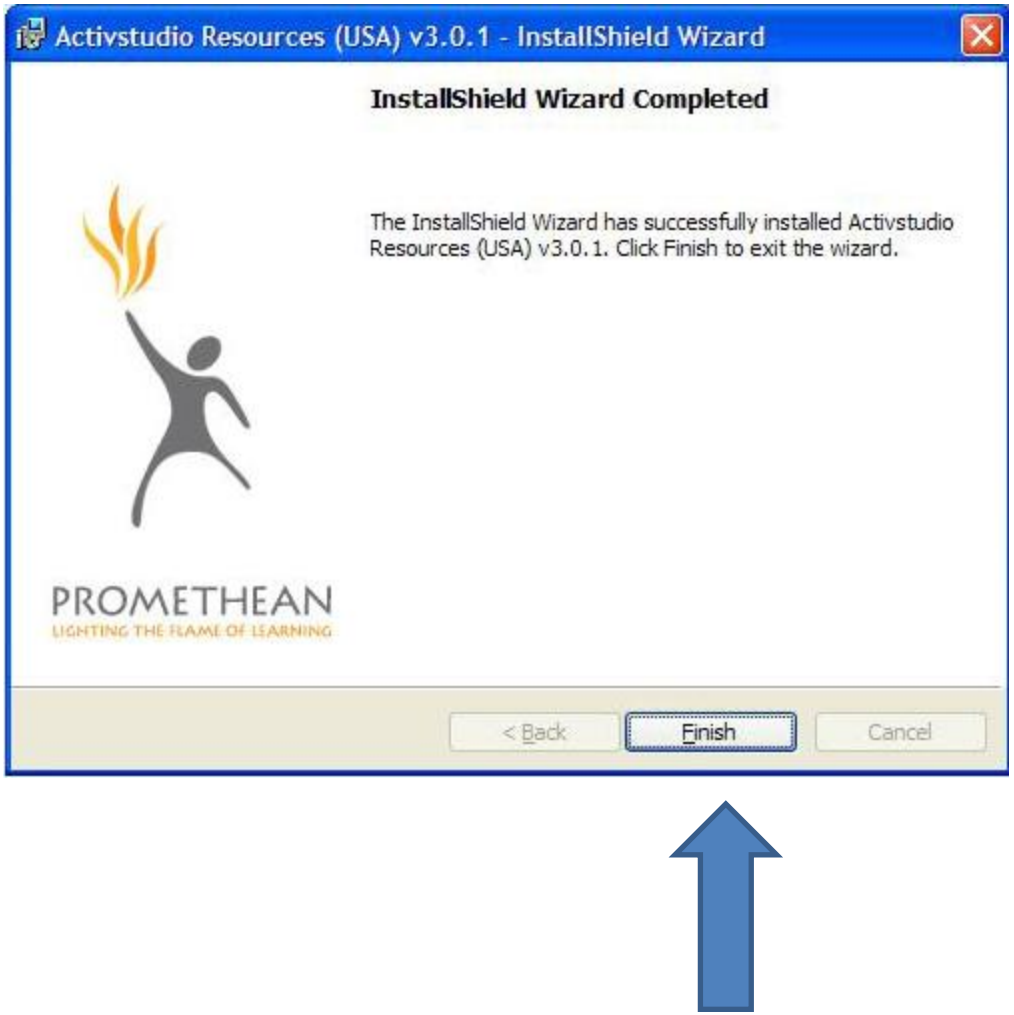
Installing Activstudio Resources

- Click Install

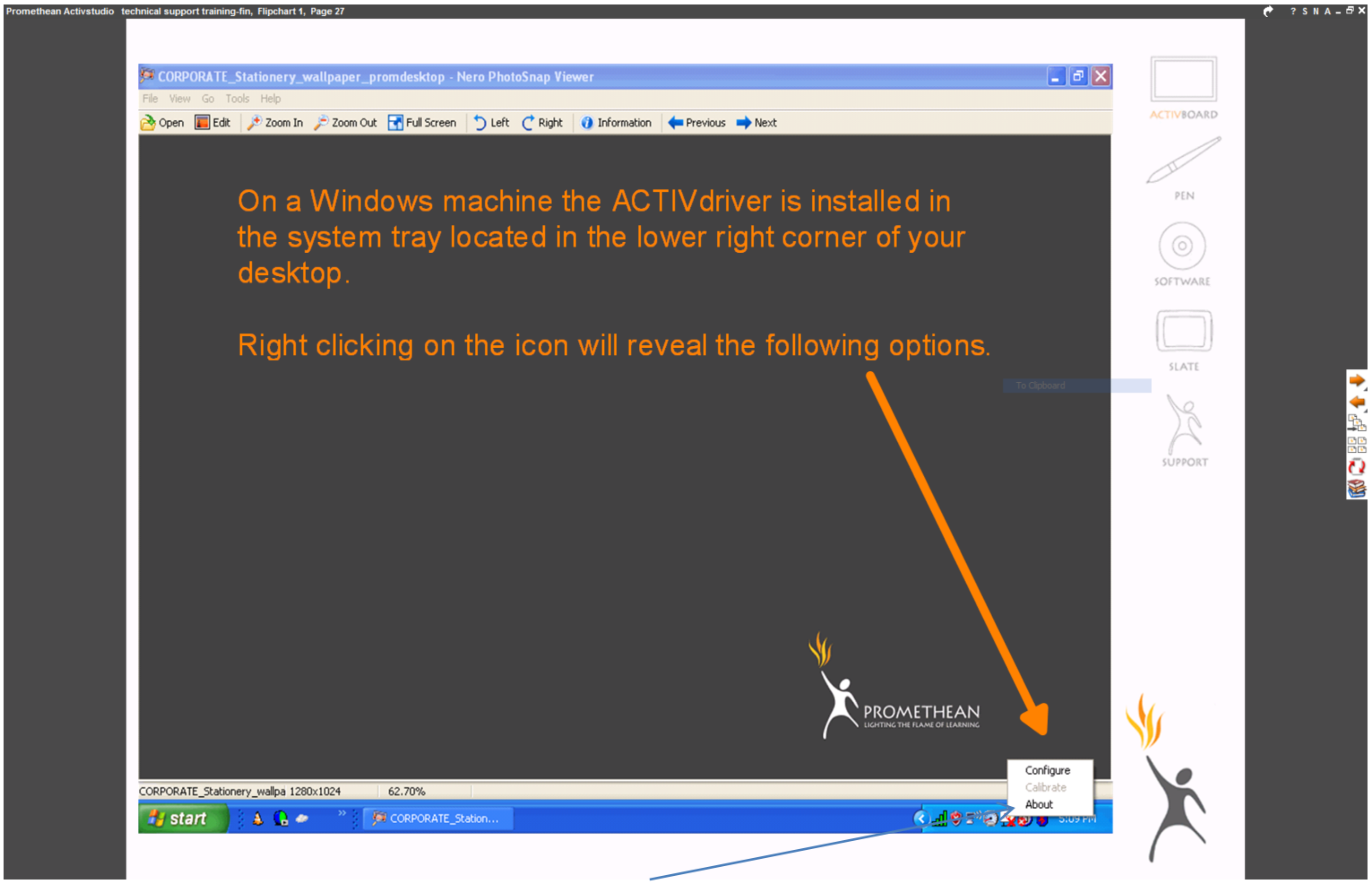

Activstudio Resources (USA) v3.0.1 - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
PROMETHEAN
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Installing Activstudio Resources

- Click Finish

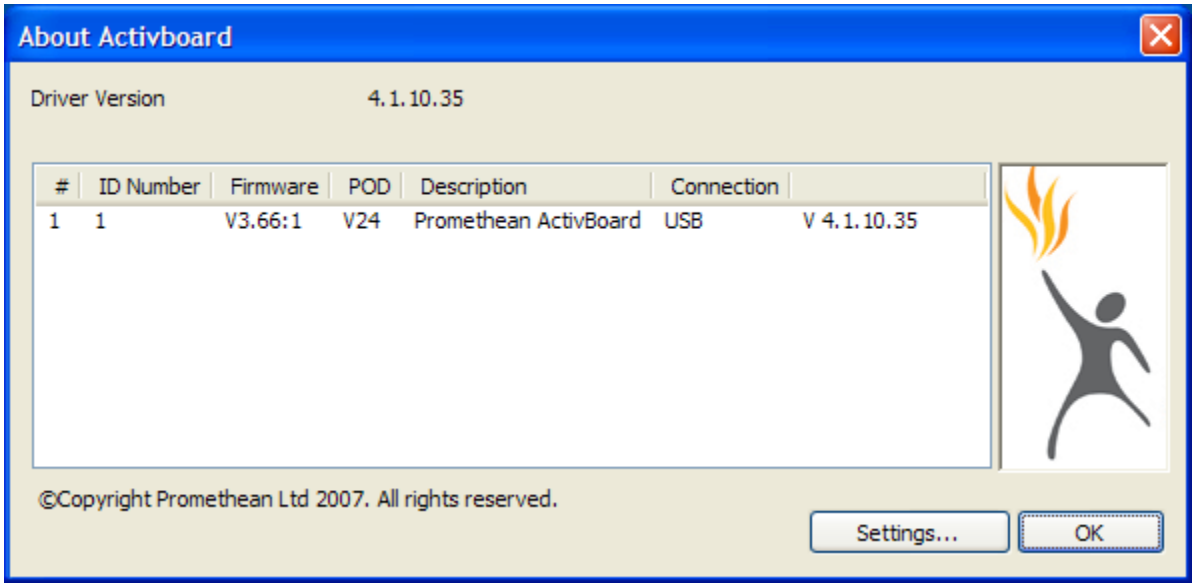

Activstudio Resources (USA) v3.0.1 - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Activstudio Resources (USA) v3.0.1. Click Finish to exit the wizard.
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
< Back
Finish
Cancel

Check Firmware Version


Promethean Activstudio technical support training-fin, Flipchart 1, Page 27
CORPORATE_Stationery_wallpaper_promdesktop - Nero PhotoSnap Viewer
File View Go Tools Help
Open Edit Zoom In Zoom Out Full Screen Left Right Information Previous Next
On a Windows machine the ACTIVdriver is installed in the system tray located in the lower right corner of your desktop.
Right clicking on the icon will reveal the following options.
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT
PROMETHEAN
LIGHTING THE FLAME OF LEARNING
Configure
Calibrate
About
CORPORATE_Stationery_wallpa 1280x1024
62.70%
start
CORPORATE_Station...

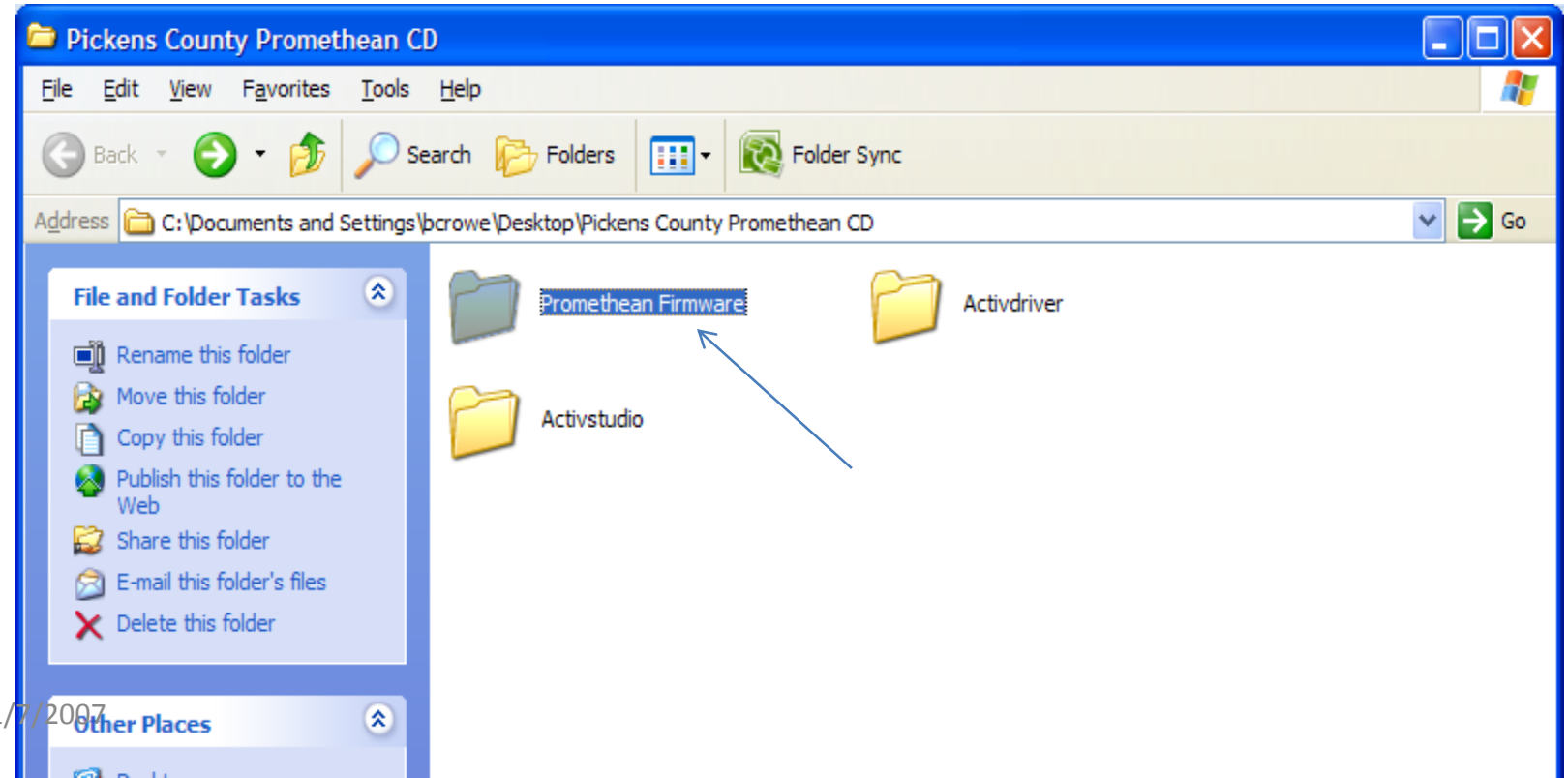
Left Click About to see the firmware version

Check Firmware Version


About Activboard
Driver Version 4.1.10.35
ID Number Firmware POD Description Connection
1 1 V3.66:1 V24 Promethean ActivBoard USB V 4.1.10.35
©Copyright Promethean Ltd 2007. All rights reserved.
Settings...
OK

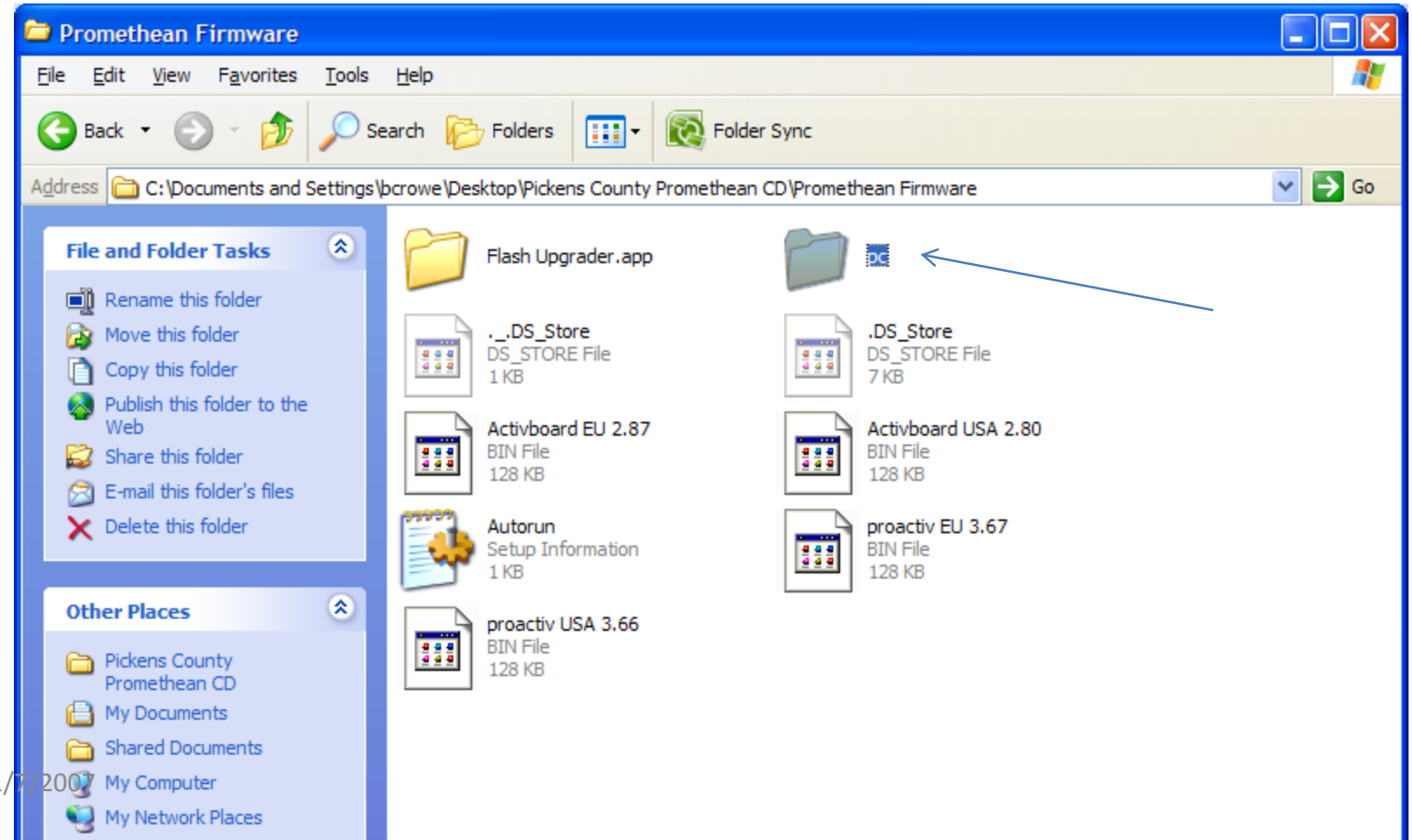
Flashing Firmware

- After checking the firmware version, open the Promethean Firmware Folder on your CD



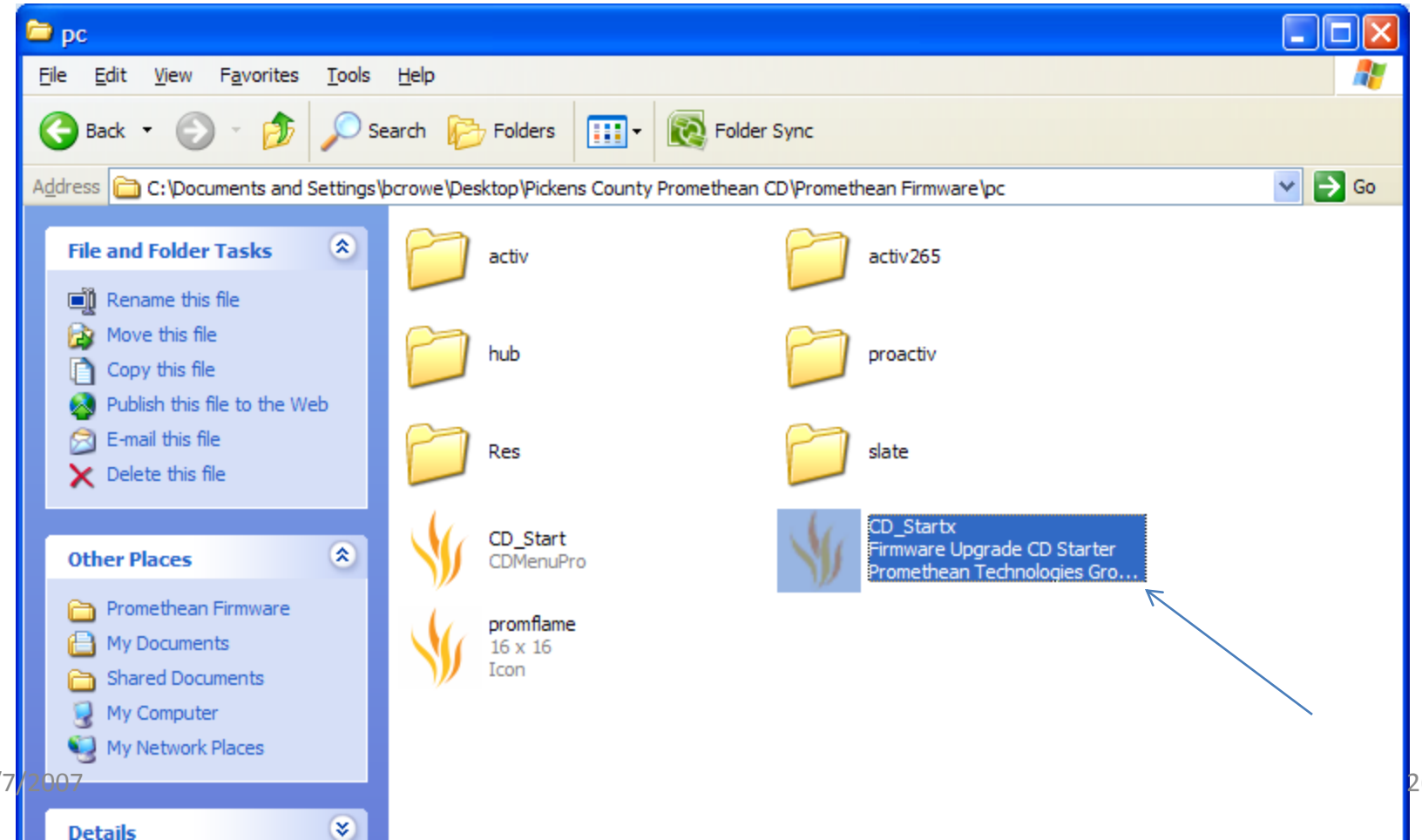
Flashing Firmware

- Open the PC Folder Next



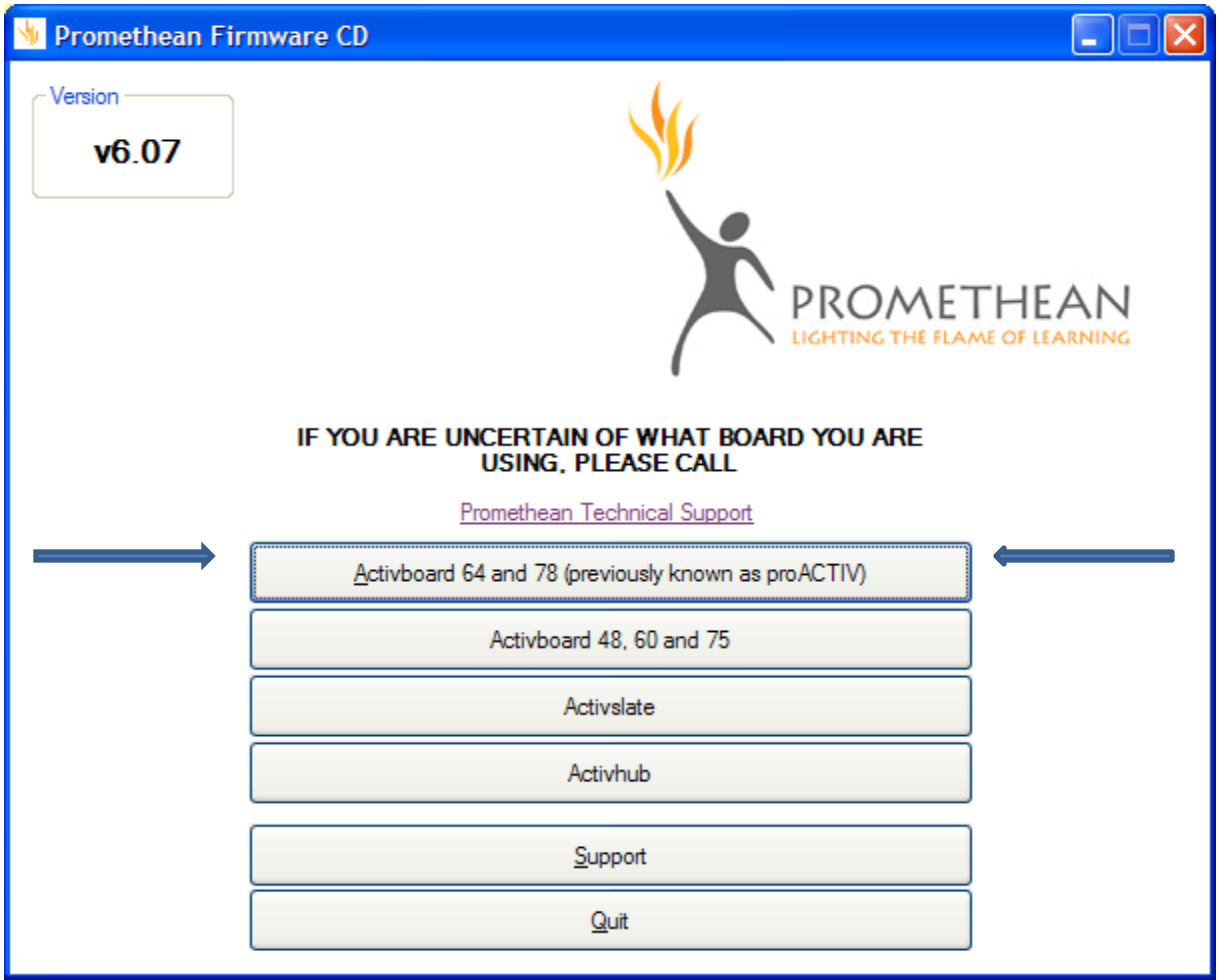
Flashing Firmware

- Double Click CD_Startx



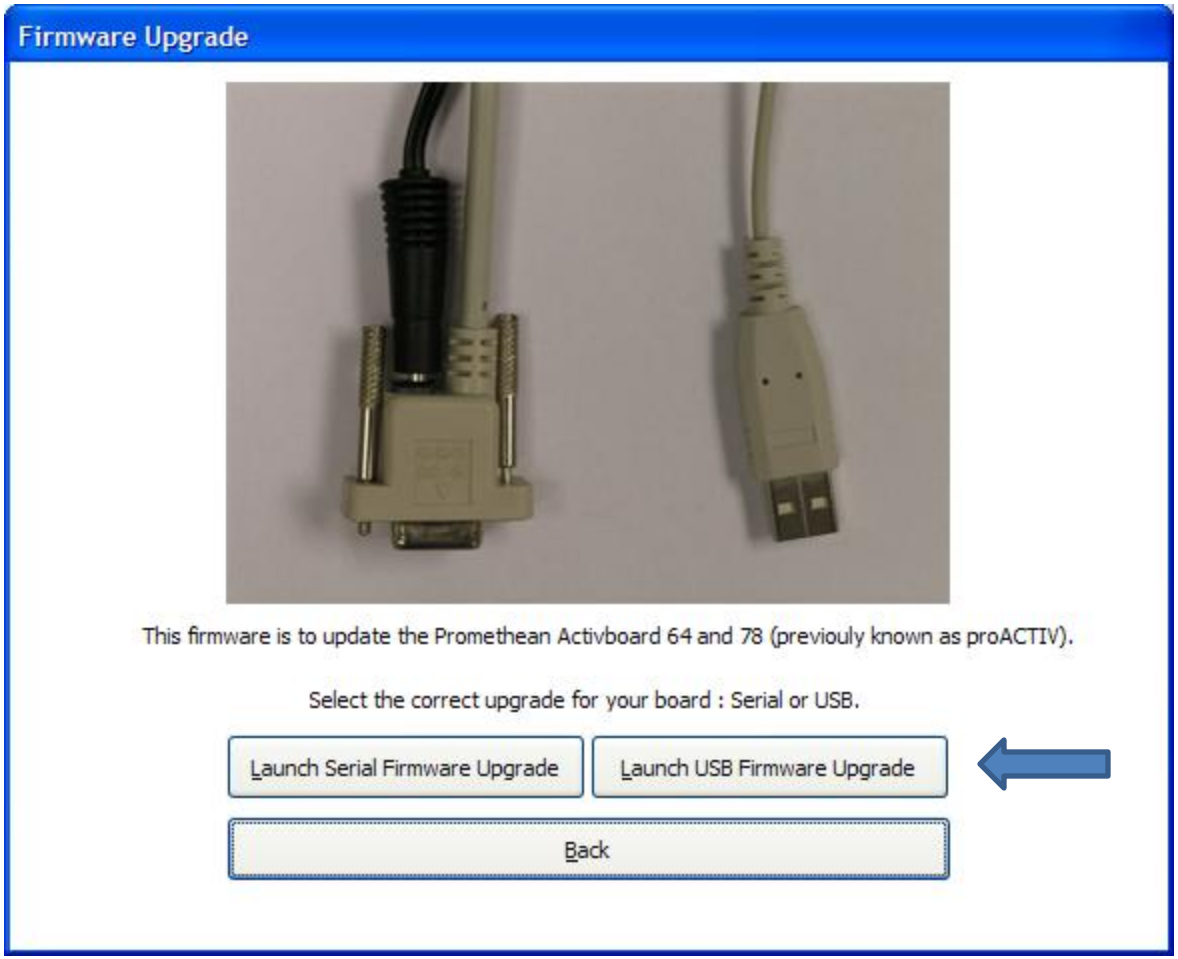
Flashing Firmware

- Click on Activboard 64 and 78 (top tab)



Flashing Firmware

- Click – Launch USB Firmware Upgrade


Firmware Upgrade
This firmware is to update the Promethean Activboard 64 and 78 (previouly known as proACTIV).
Select the correct upgrade for your board : Serial or USB.
Launch Serial Firmware Upgrade
Launch USB Firmware Upgrade
Back

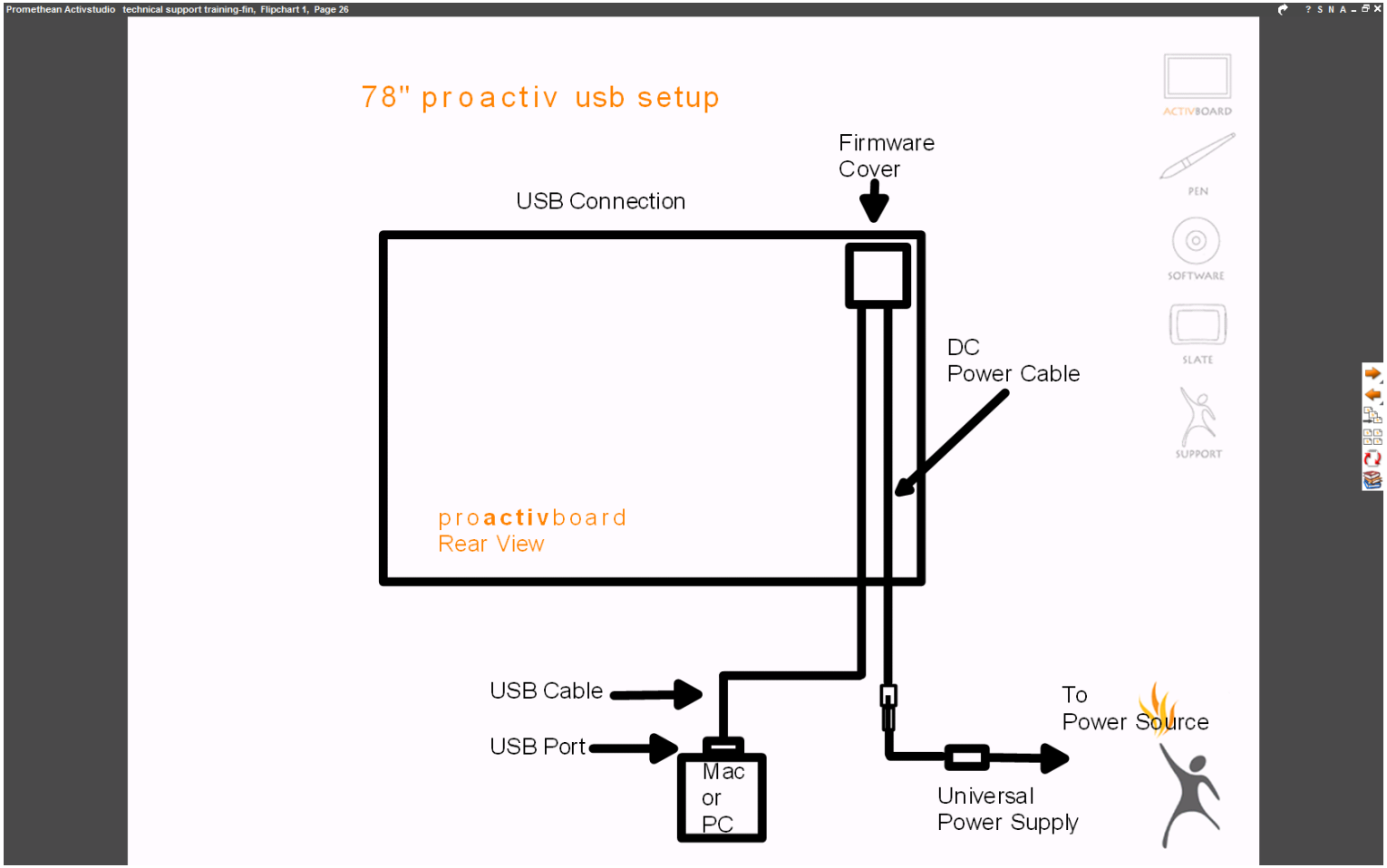
Flashing Firmware

- IT IS VERY IMPORTANT THAT THIS PROCESS IS NOT INTERRUPTED ONCE THE UPGRADE BEGINS. THE FAILURE TO COMPLETE THIS UPGRADE ONCE STARTED, COULD RESULT IN IRREVOCABLE DAMAGE TO YOUR ACTIVBOARD (A.K.A. – FRIED ELECTRONICS)

Flashing Firmware

- You will be asked if you want to continue with the upgrade – click YES
- You will then see the firmware upgrade process start.
- When notified that the upgrade is complete, PLEASE WAIT 2 MINS., THEN RESET THE BOARD
- Then confirm upgrade by checking firmware version

Proper Hookup of Board



Proper Hookup of Board

Promethean Activstudio technical support training-fin, Flipchart 1, Page 13
USB Cable
Also provided in each box is a 15 foot standard a to b USB cable. This cable can be used to connect to a Mac or PC.
The USB cable does not however provide power to the ACTIVboard. When using USB to connect to the board, you will aslo need the previous serial cable to provide power or the following "DC power cable".
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT
To Clipboard

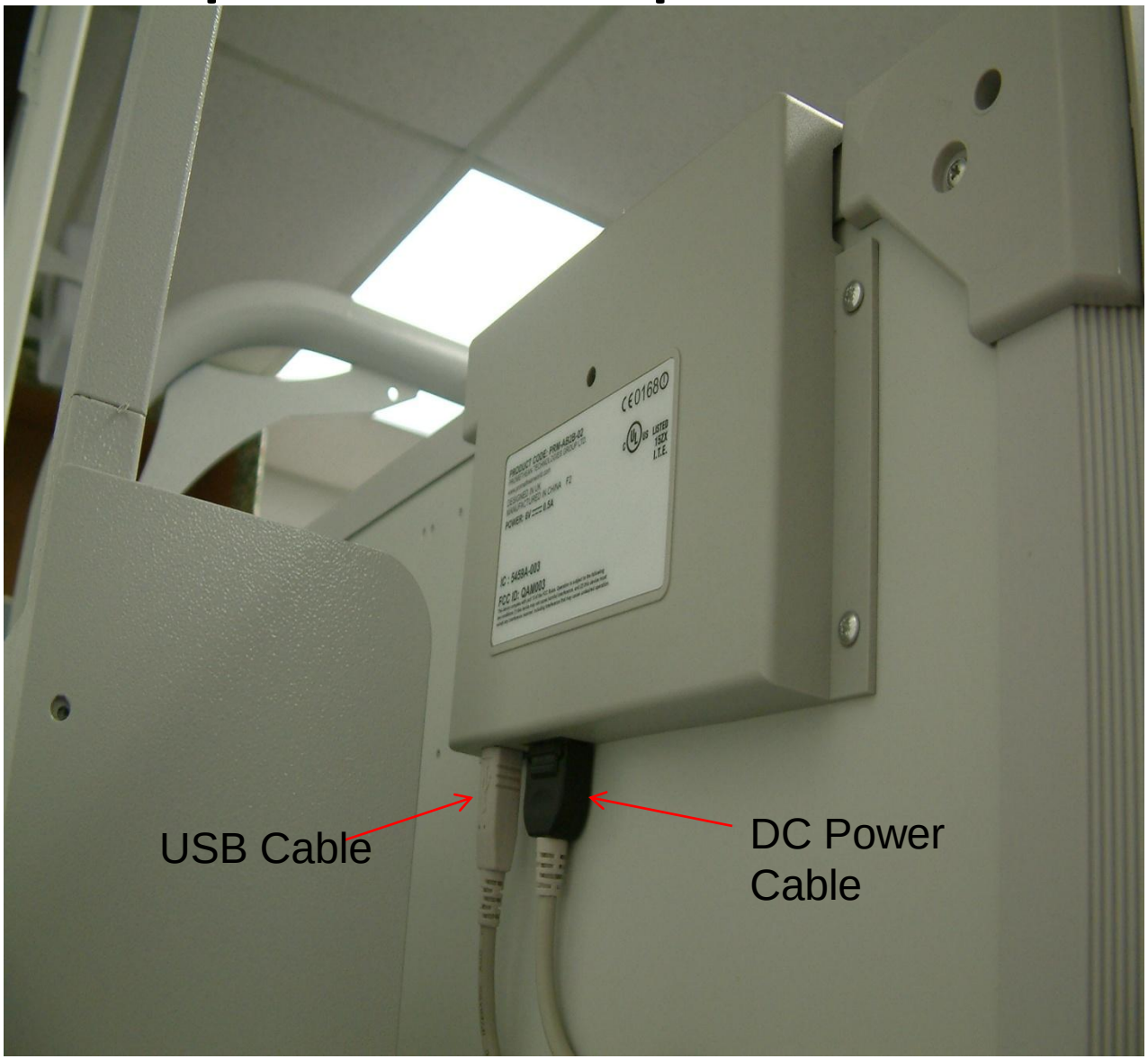
Proper Hookup of Board

Promethean Activstudio technical support training-fin, Flipchart 1, Page 14
ACTIVBOARD
PEN
SOFTWARE
SLATE
To Clipboard
SUPPORT
DC Power Cable (For use with USB)
The 15 foot DC power cable is used to provide power to the ACTIVboard when connected via USB.

Proper Hookup of Board

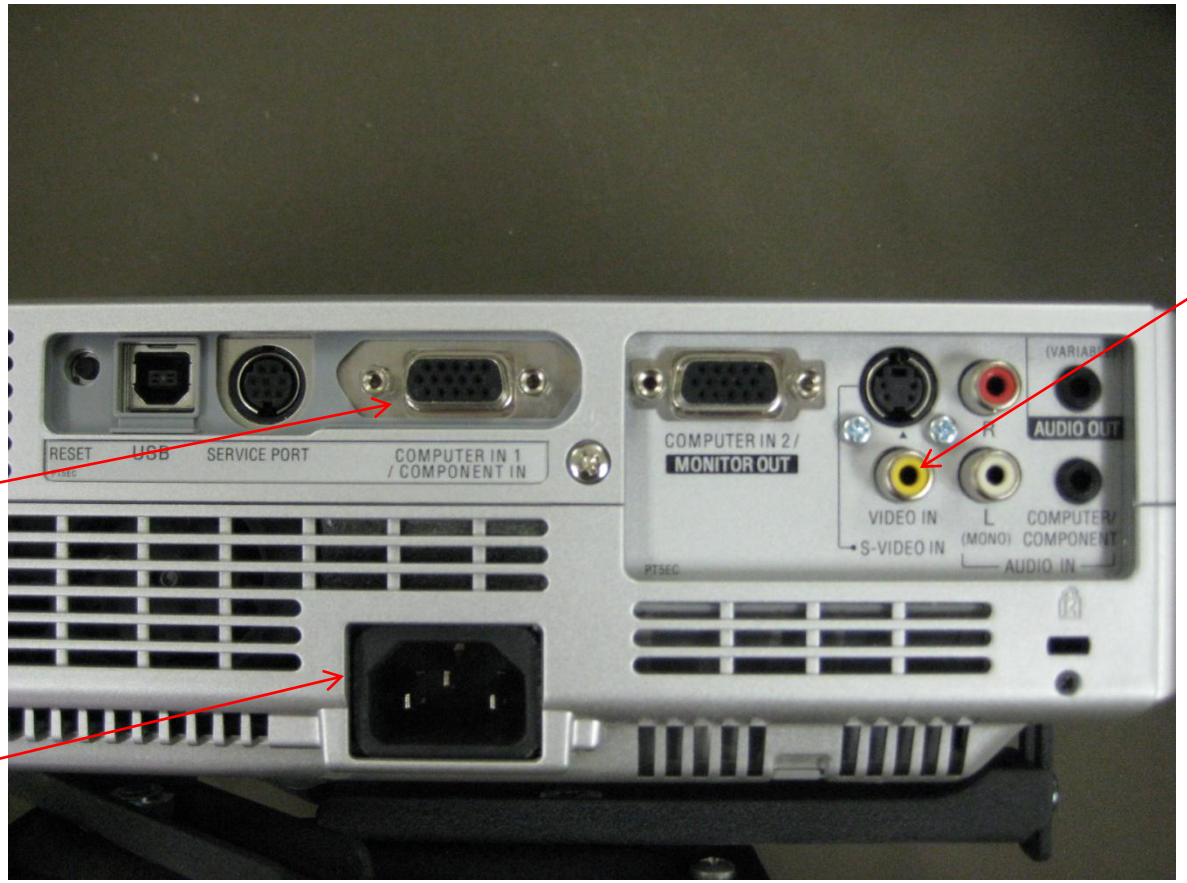
Promethean Activstudio technical support training-fin, Flipchart 1, Page 15
Power Supply
Each board ships with a two piece power supply. When the two cords are joined they are approximately 13 feet. This cord converts standard AC power to CD and supplies the board with approximately 6 volts of current by plugging in to the rear of the serial cable or the end of the DC power cable.(both mentioned previously in this section).
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT
To Clipboard

Proper Hookup of Board



Proper Hookup of Board – AB1

- Projector Connections



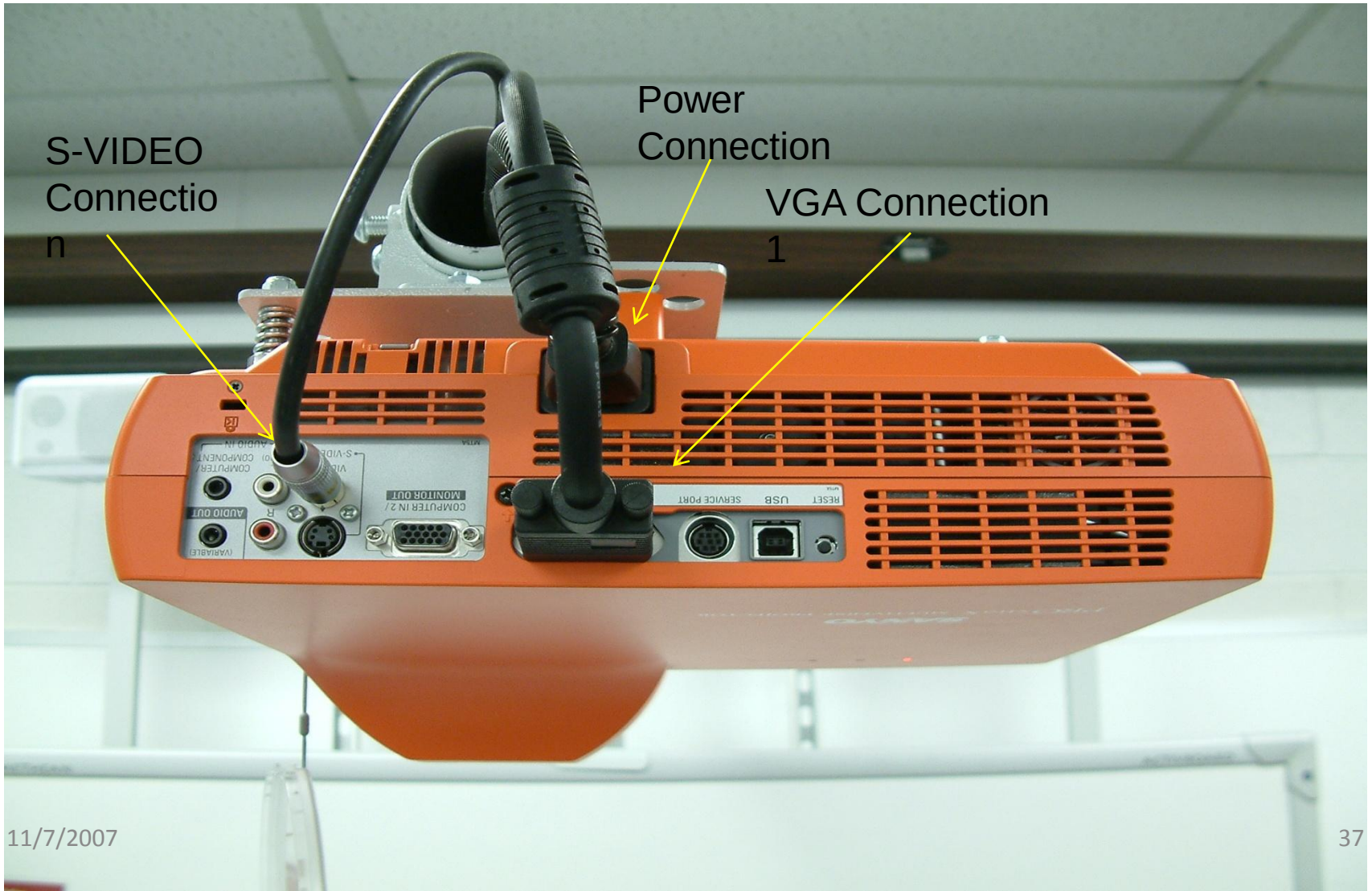
S Video Connection

VGA Connection

Power Connection

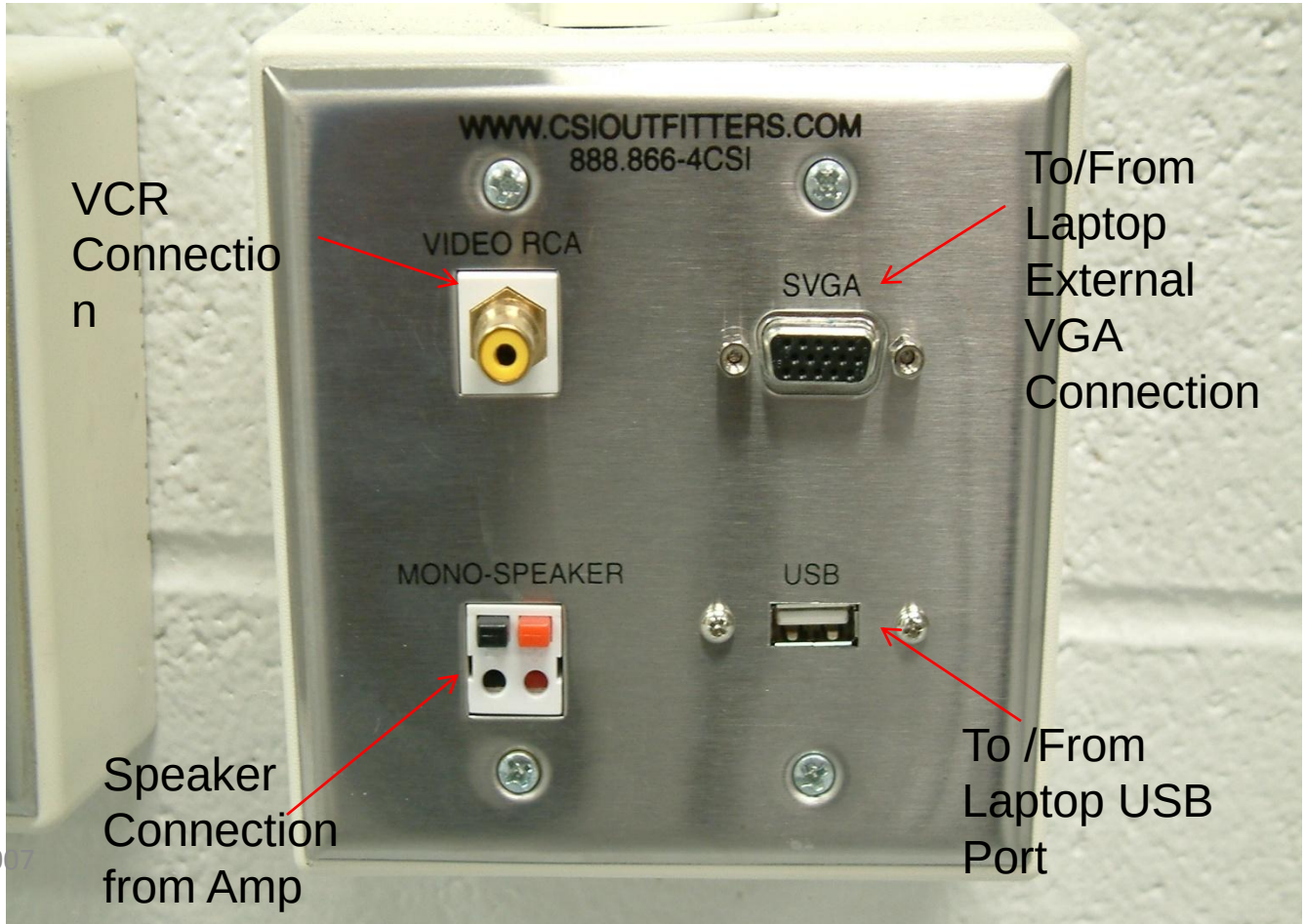
Proper Hookup of Board – AB2

- Projector Connections



Proper Hookup of Board

- Wall Connections



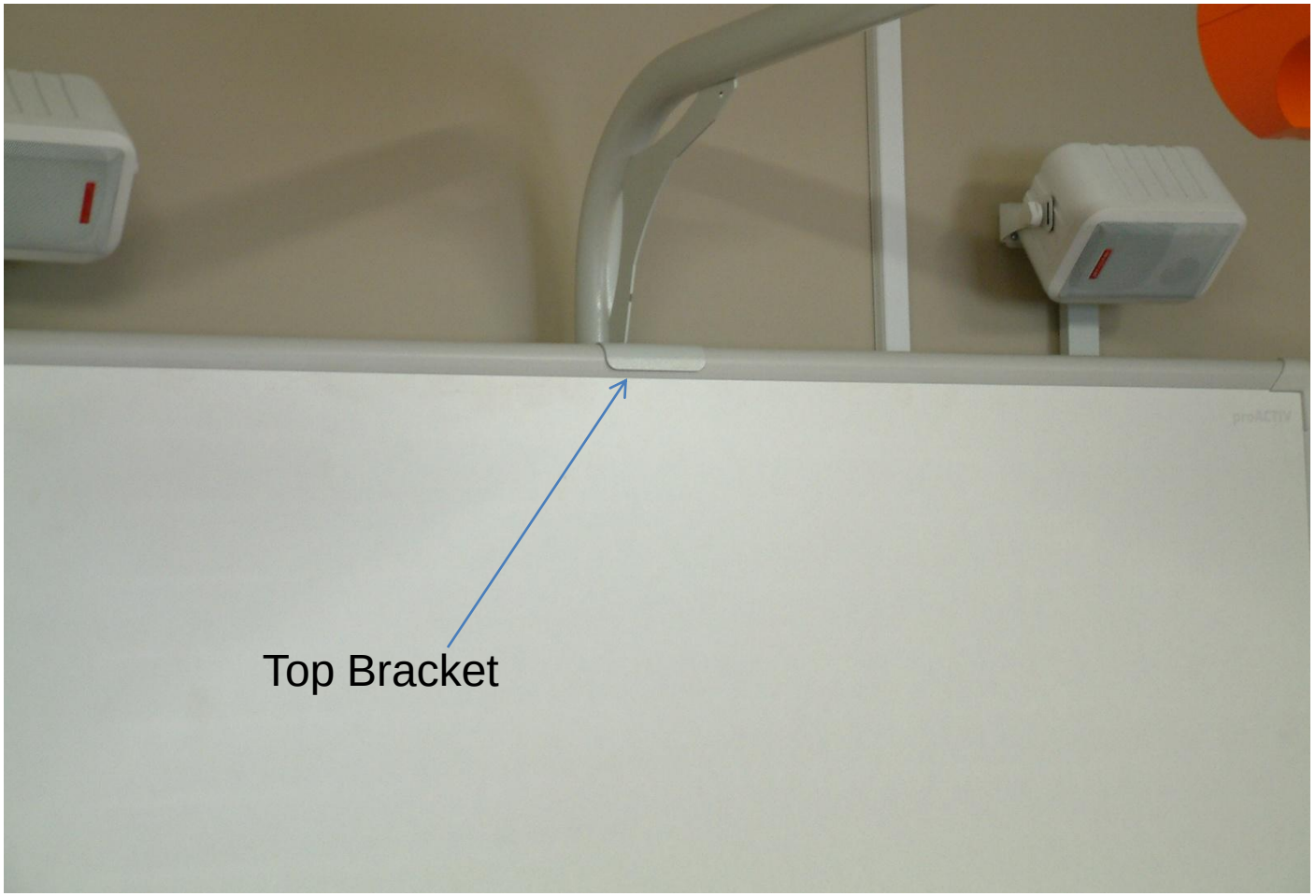
Removing Board from Bracket

- This should be done by 2 people.
- Unplug the USB and the power cable from the back of the board as seen on following page

Removing Board from Bracket

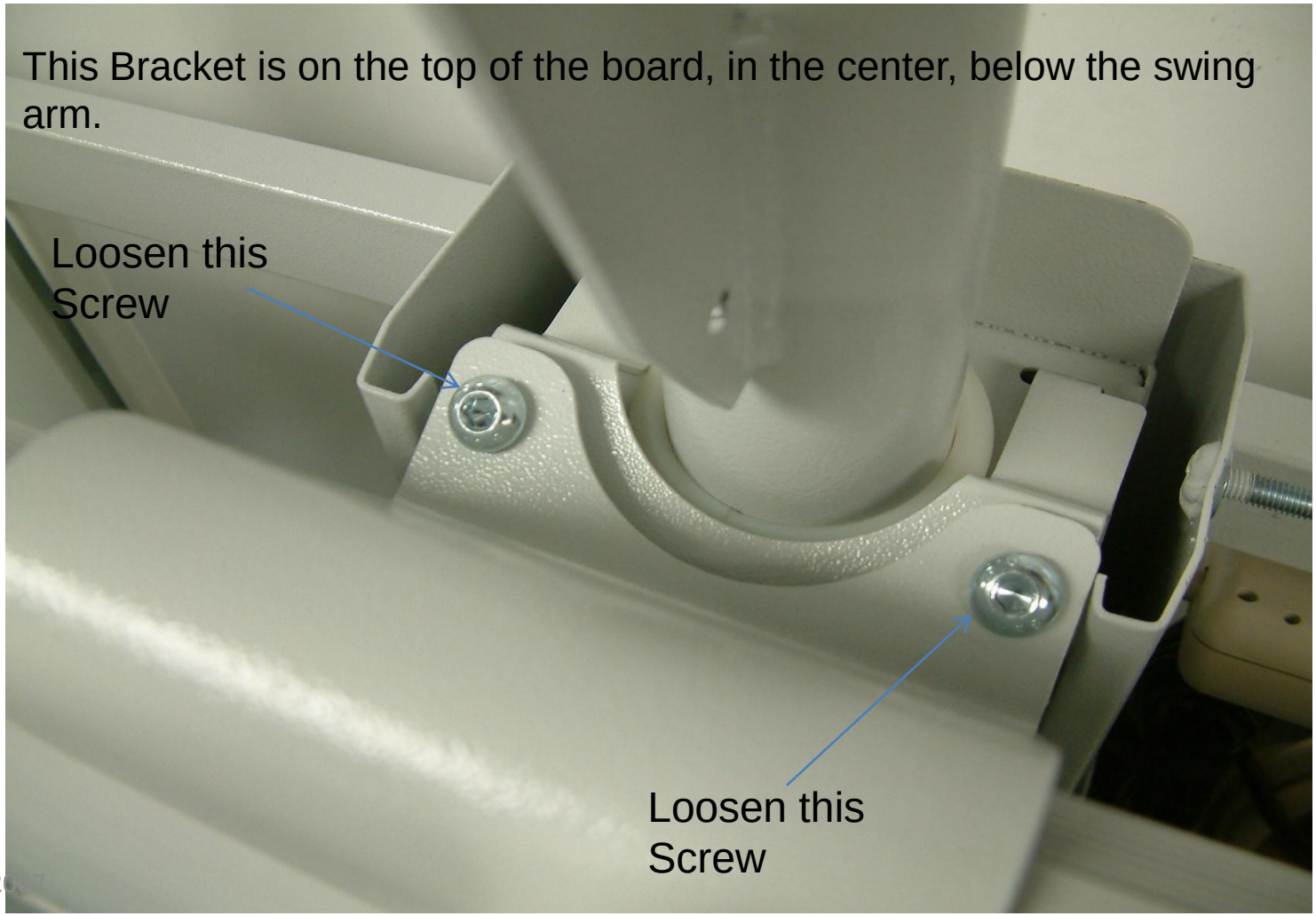
Remove any USB or Serial cables connected to the Electronics

Removing Board from Bracket – AB2



Removing Board from Bracket – AB2

- Loosen 2 screws that holds top bracket



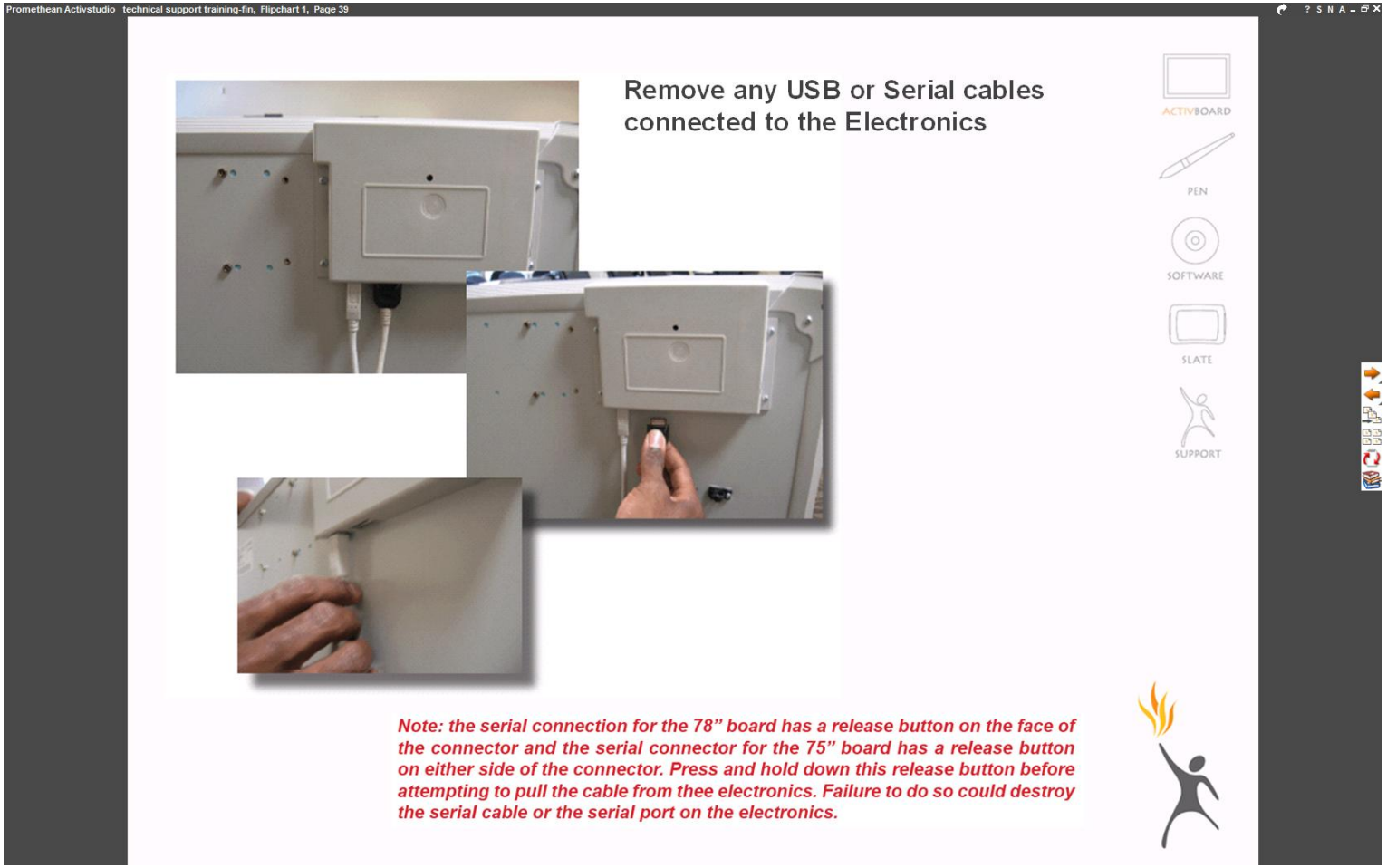
Removing Board from Bracket – AB1 & AB2

- You will then need to lift the board straight up and then out to remove from the bracket
- Then gently sit the board on the floor
- The removal of the board needs to be done by 2 people

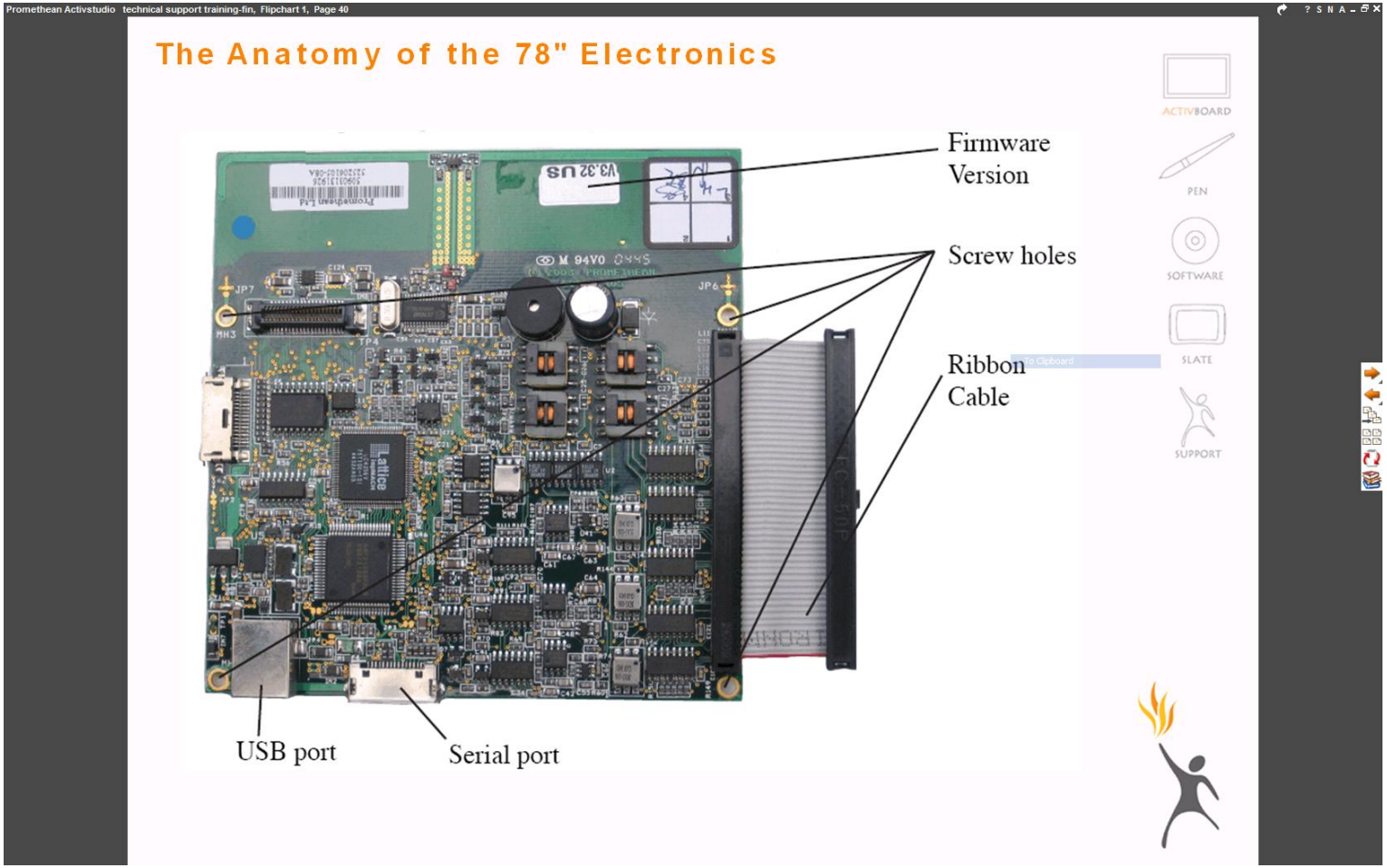
Removing and Replacing Electronics Board

- Remove USB and Power cable from back of board
- Remove board from the wall mounted bracket
- (Remember this should be done by 2 people)

Removing and Replacing Electronics Board


Promethean Activstudio technical support training-fin, Flipchart 1, Page 39
Remove any USB or Serial cables connected to the Electronics
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT
Note: the serial connection for the 78" board has a release button on the face of the connector and the serial connector for the 75" board has a release button on either side of the connector. Press and hold down this release button before attempting to pull the cable from thee electronics. Failure to do so could destroy the serial cable or the serial port on the electronics.

Removing and Replacing Electronics Board



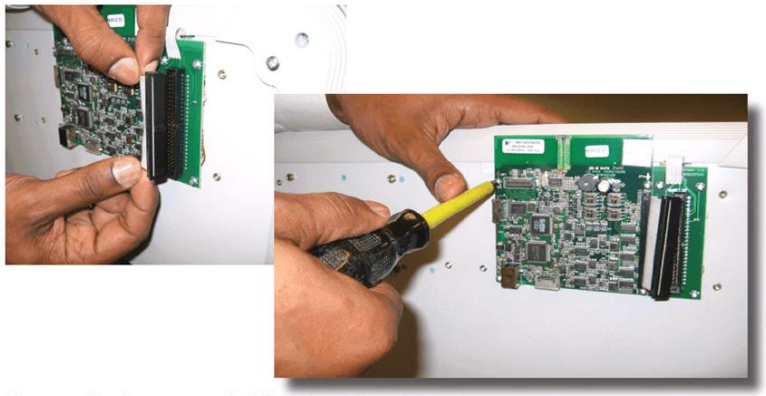
Removing and Replacing Electronics Board

Promethean Activstudio technical support training-fin, Flipchart 1, Page 41

7. After removing the cables take your Phillips screwdriver and remove the four screws holding the electronics cover in place.

8. Once the cover is removed you will see the electronics. To the right side of the electronics you will see the 1 inch ribbon cable (78" activboard only) that connects the electronics to the board.

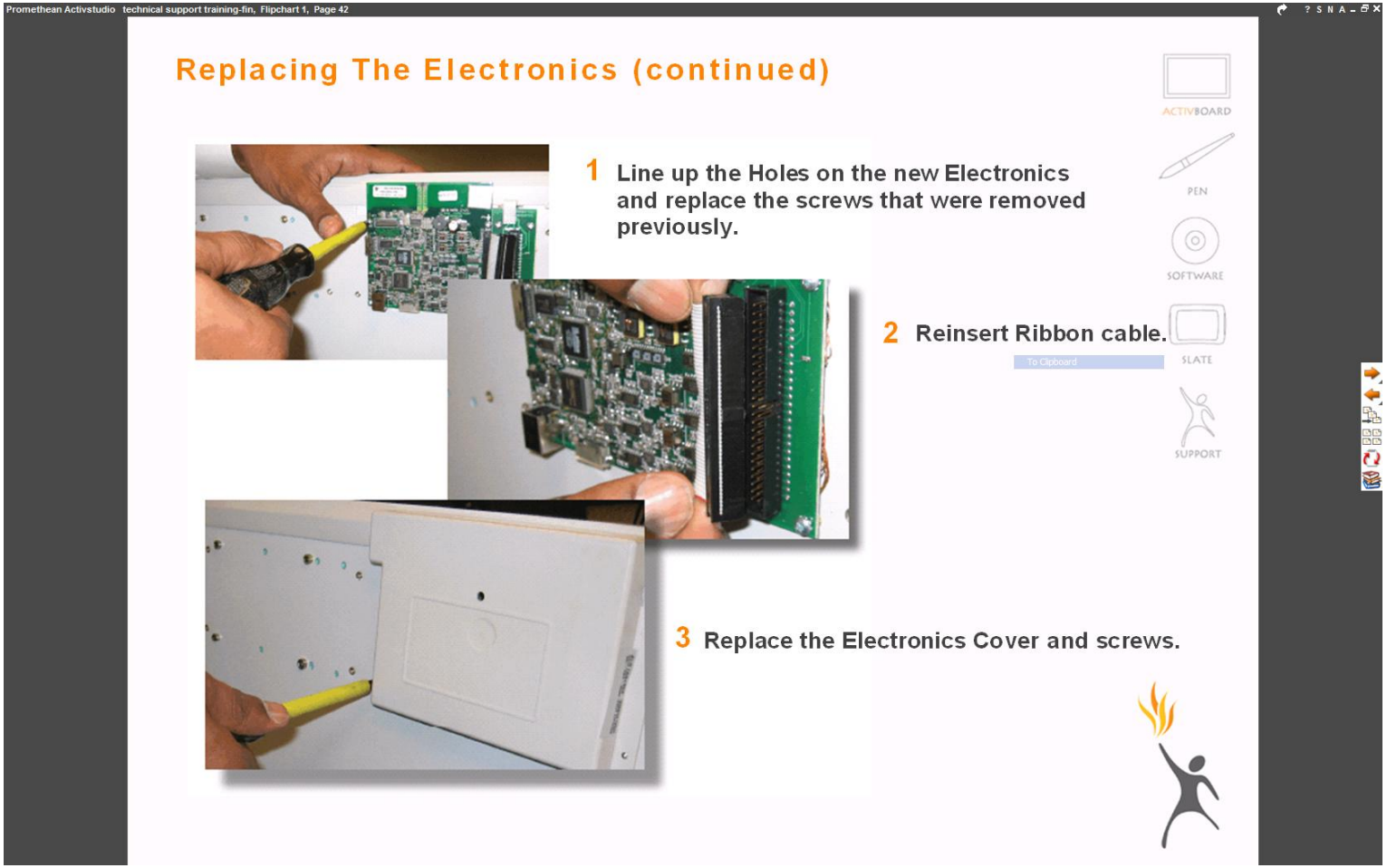
9. Hold onto the Right end of the ribbon cable by the black plastic connector and lift the right end of the ribbon cable from the board. The left end DOES NOT come off.



10. Remove the four screws holding down the electronics.
11. Place the old electronics in the anti-static bag that the new electronics came in and ship back to Promethean.

ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT

Removing and Replacing Electronics Board


Promethean Activstudio technical support training-fin, Flipchart 1, Page 42
Replacing The Electronics (continued)
1 Line up the Holes on the new Electronics and replace the screws that were removed previously.
2 Reinsert Ribbon cable.
3 Replace the Electronics Cover and screws.
ACTIVBOARD
PEN
SOFTWARE
SLATE
SUPPORT

Removing and Replacing Electronics Board

- Put the board back onto the wall mounted bracket
- Tighten the top bracket screws
- Hook the USB and Power cable back up
- Check for connection of Promethean Board with Laptop
- After Board has been removed and remounted it should be calibrated

Calibrating Promethean Board

- Hover above Flame Icon in the Upper Left Hand Corner of Promethean Board (Do not click button on pen while hovering over icon and make sure pen is held steady over icon)
- Light will turn red while hovering over the Icon, then the board will enter calibration sequence

Calibrating Promethean Board

Testing/Troubleshooting Board

- Check for dead spots – To check for dead spots select the pen tool and try to cover at least 80% of the board with writing or markings. If dead spots are found, the electronics should be flashed and or replaced. If the dead spots are still there, the board will need to be replaced. This is not a very common problem.

Testing/Troubleshooting Board

- Spiking – This happens when the board is being written on and the pen mark jumps or “spikes” in a random direction. This can be fixed by flashing the firmware and or replacing the electronics on the board.

Testing/Troubleshooting Board

- Promethean Logo Light Colors –
- White Light – Good
- Blue Light/Flashing – Bad Power Supply
- Blinking Red Light – Bad USB (USB extenders need to be checked and may need to be replaced)

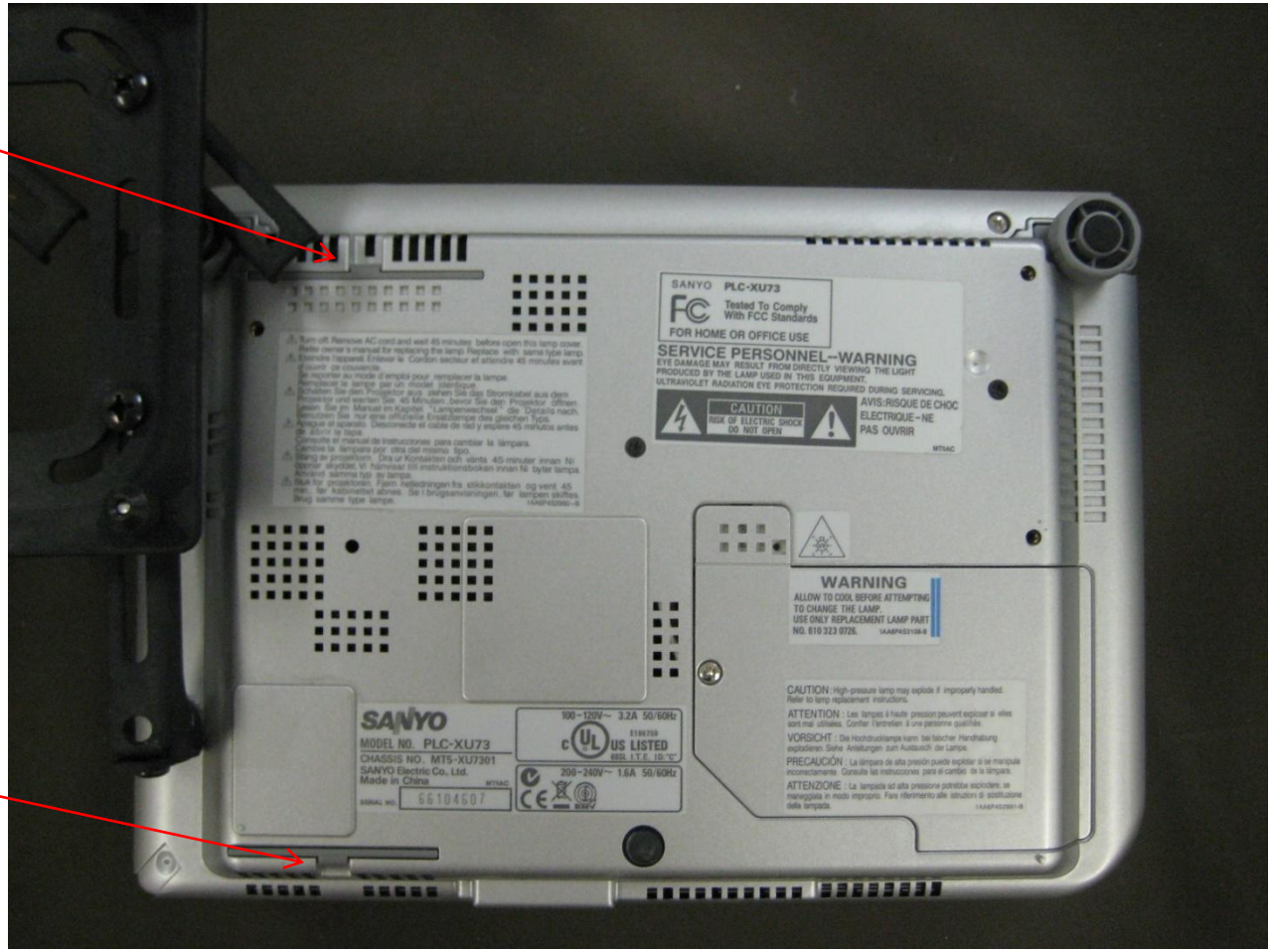
Testing/Troubleshooting Board

- If the Pen does not respond to the board then try the following.
- Reset the power on the board
- Try a different Pen on the board
- Try the “bad pen” on a different board
- Flash the electronics
- Replace the Electronics

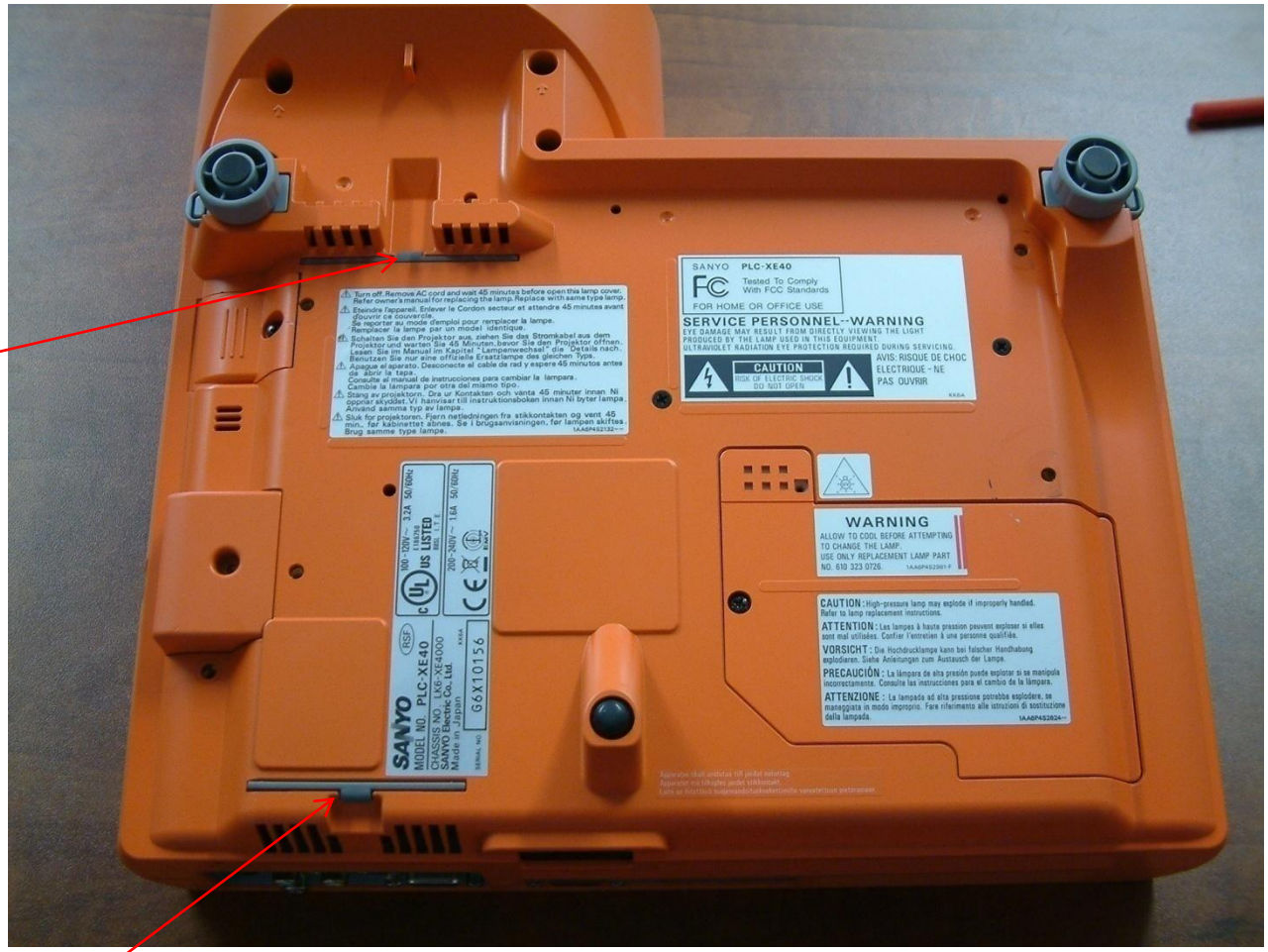
Maintenance – Cleaning Filters

- Projector Filters need to be cleaned on a monthly basis. There are 2 filters in the projector. This filters should be able to be removed while the projector is still hung on the boom.
- Remove filters and gently blow the dust out and replace

Maintenance – Cleaning Filters – AB1

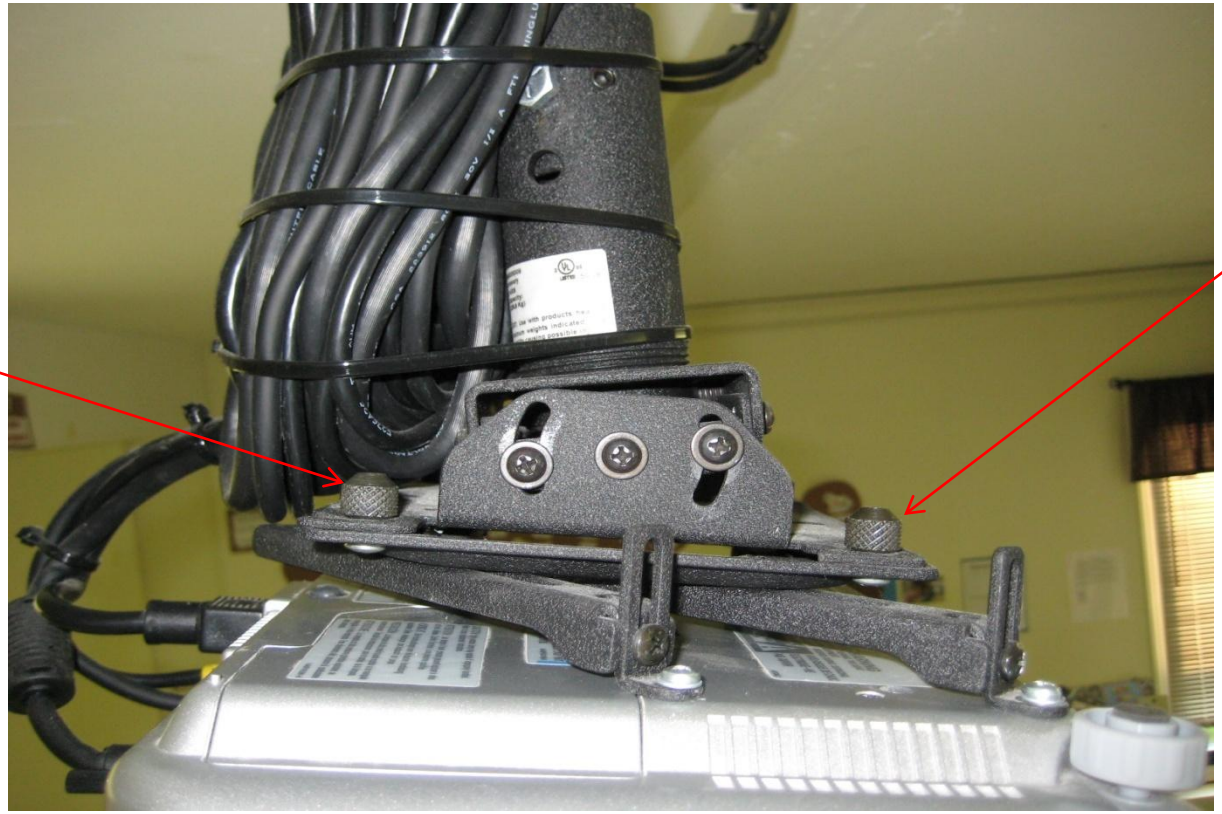

Filter # 1
Filter # 2
SANYO PLC-XU73
Tested To Comply With FCC Standards
FOR HOME OR OFFICE USE
SERVICE PERSONNEL--WARNING
EYE DAMAGE MAY RESULT FROM DIRECTLY VIEWING THE LIGHT PRODUCED BY THE LAMP USED IN THIS EQUIPMENT.
ULTRAVIOLET RADIATION EYE PROTECTION REQUIRED DURING SERVICING.
CAUTION
RISK OF ELECTRIC SHOCK DO NOT OPEN
AVIS:RISQUE DE CHOC ELECTRIQUE – NE PAS OUVRIR
WARNING
ALLOW TO COOL BEFORE ATTEMPTING TO CHANGE THE LAMP.
USE ONLY REPLACEMENT LAMP PART NO. 610 323 0726.
SANYO
MODEL NO. PLC-XU73
CHASSIS NO. MT5-XU7301
SANYO Electric Co.,Ltd.
Made in China
100-120V~ 3.2A 50/60Hz
200-240V~ 1.6A 50/60Hz
US LISTED

Maintenance – Cleaning Filters – AB2


Filter #1
Filter #2
SANYO PLC-XE40
FC
Tested To Comply With FCC Standards
FOR HOME OR OFFICE USE
SERVICE PERSONNEL--WARNING
EYE DAMAGE MAY RESULT FROM DIRECTLY VIEWING THE LIGHT PRODUCED BY THE LAMP USED IN THIS EQUIPMENT. ULTRAVIOLET RADIATION EYE PROTECTION REQUIRED DURING SERVICING.
CAUTION
RISK OF ELECTRIC SHOCK DO NOT OPEN
AVIS: RISQUE DE CHOC ELECTRIQUE - NE PAS OUVRIR
WARNING
ALLOW TO COOL BEFORE ATTEMPTING TO CHANGE THE LAMP.
USE ONLY REPLACEMENT LAMP PART NO. 610 323 0726.
CAUTION : High-pressure lamp may explode if improperly handled. Refer to lamp replacement instructions.
ATTENTION : Les lampes à haute pression peuvent exploser si elles sont mal utilisées. Confier l'entretien à une personne qualifiée.
VORSICHT : Die Hochdrucklampe kann bei falscher Handhabung explodieren. Siehe Anleitungen zum Austausch der Lampe.
PRECAUCIÓN : La lámpara de alta presión puede explotar si se manipula incorrectamente. Consulte las instrucciones para el cambio de la lámpara.
ATTENZIONE : La lampada ad alta pressione potrebbe esplodere, se maneggiata in modo improprio. Fare riferimento alle istruzioni di sostituzione della lampada.
SANYO
MODEL NO. PLC-XE40
SERIAL NO. 66X10156
Made in Japan

Maintenance – Remove Projector – AB1

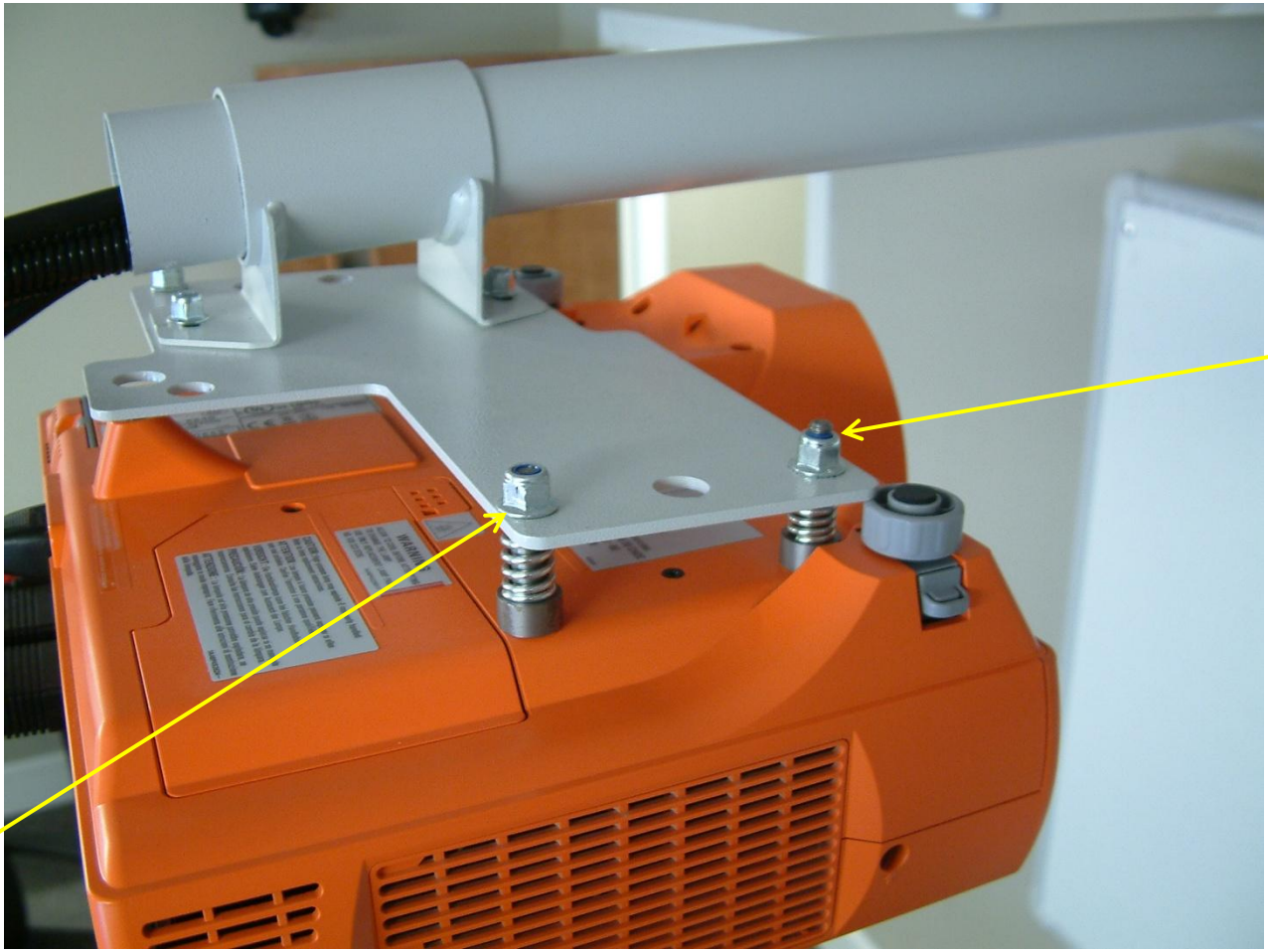
- To replace the bulb, the projector must be removed from the ceiling.



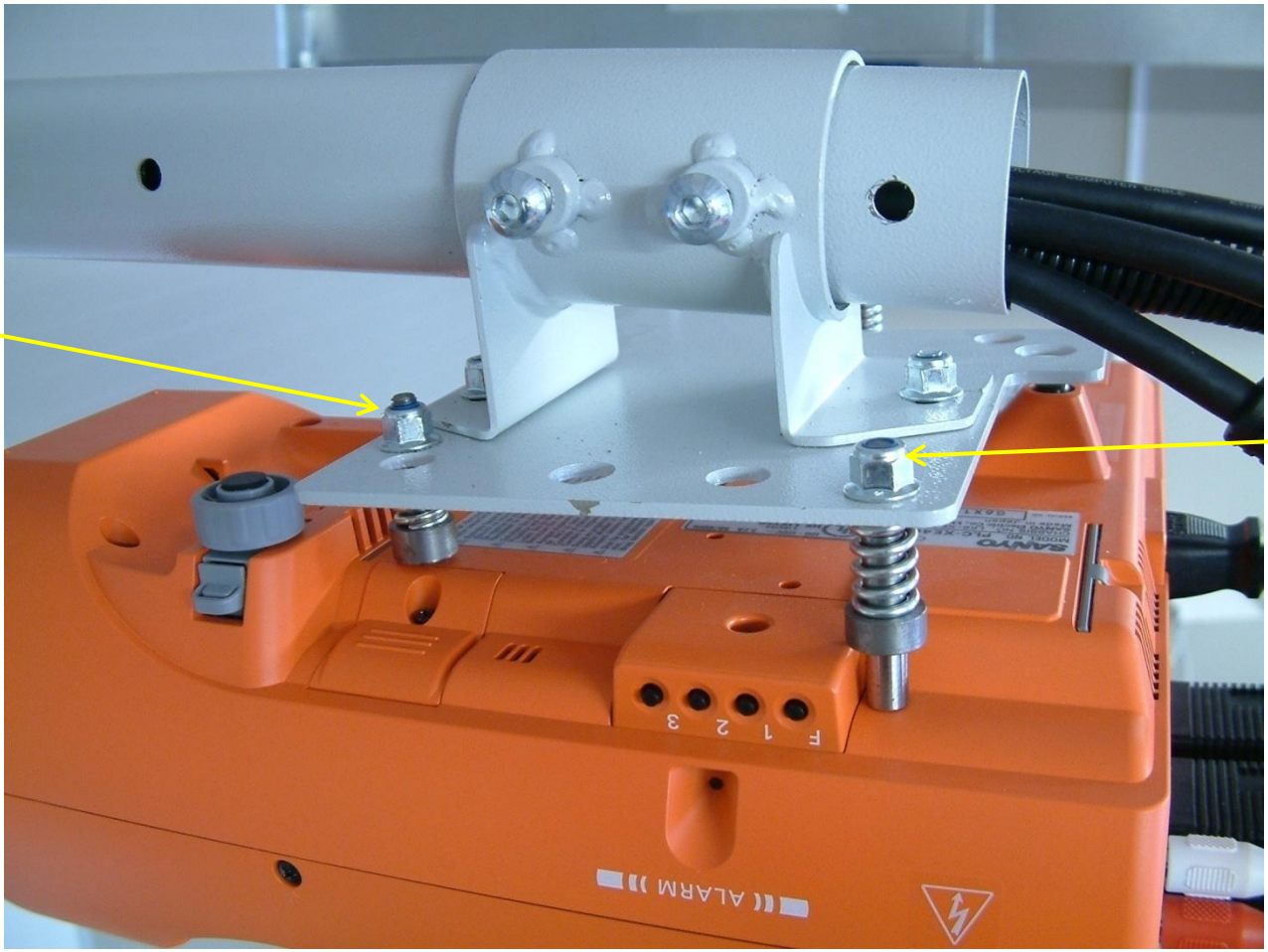
Maintenance – Remove Projector – AB2

- To replace the bulb the projector must be removed from the mounting plate. There are 4 nuts that will have to be removed before the projector can be removed. They can be seen in the next 2 photos.

Maintenance – Remove Projector – AB2



Maintenance – Remove Projector – AB2

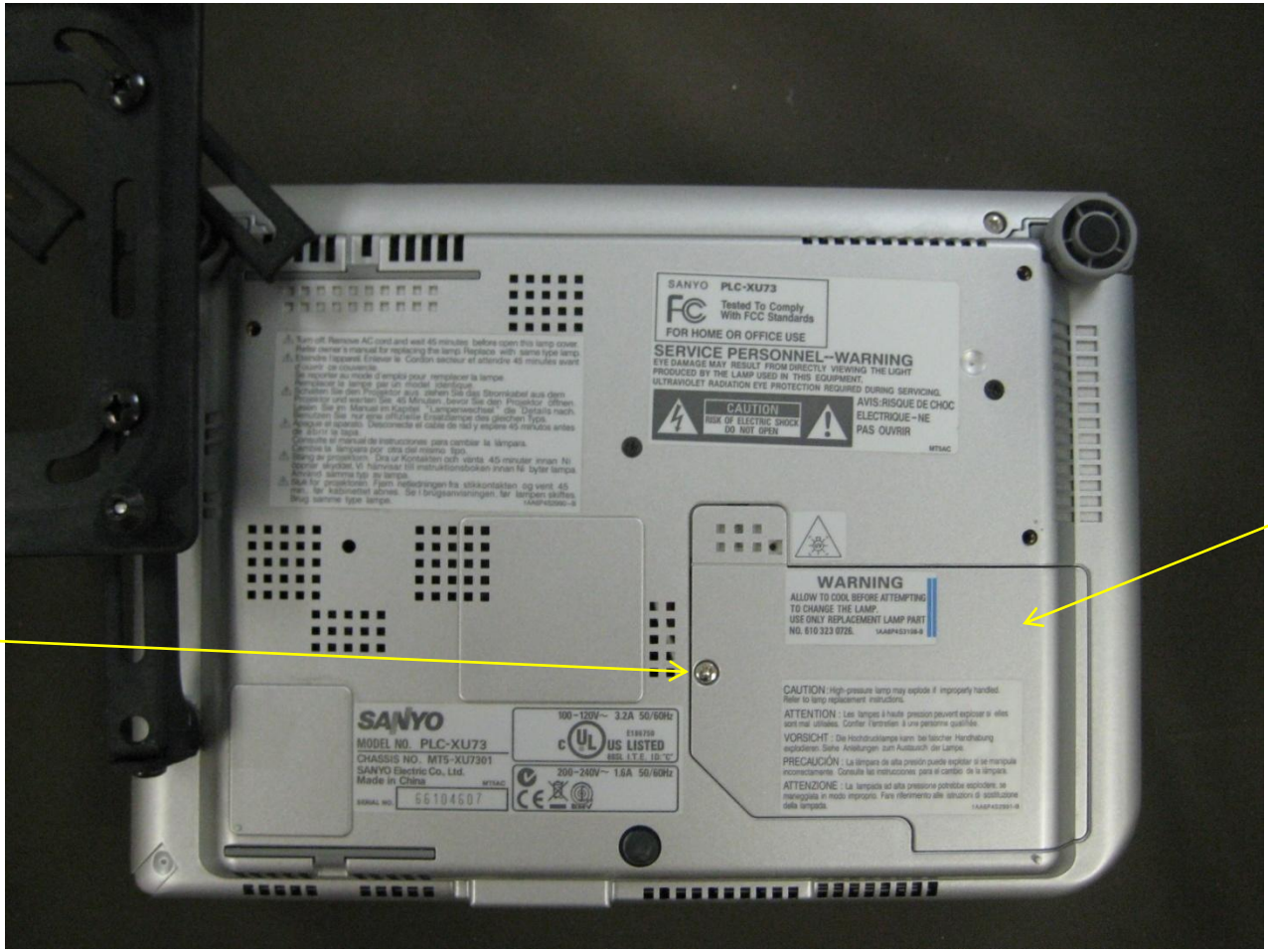


Maintenance – Remove Bulb

DO NOT REMOVE BULB COVER UNTIL 45 MIN. AFTER POWERED OFF (HOT!!!!!!)

- Remove the screw that holds the bulb cover on
- Then loosen the 2 bulb screws and the bulb will pull straight out.
- Insert the bulb and tighten the 2 screws
- Replace bulb cover, tighten screw
- Remount Projector

Maintenance – Remove Bulb – AB1


SANYO PLC-XU73
Tested To Comply With FCC Standards
FOR HOME OR OFFICE USE
SERVICE PERSONNEL--WARNING
EYE DAMAGE MAY RESULT FROM DIRECTLY VIEWING THE LIGHT PRODUCED BY THE LAMP USED IN THIS EQUIPMENT.
ULTRAVIOLET RADIATION EYE PROTECTION REQUIRED DURING SERVICING.
CAUTION
RISK OF ELECTRIC SHOCK DO NOT OPEN
AVIS:RISQUE DE CHOC ELECTRIQUE--NE PAS OUVRIR
WARNING
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USE ONLY REPLACEMENT LAMP PART NO. 610 323 0726.
SANYO
MODEL NO. PLC-XU73
CHASSIS NO. MT5-XU7301
SANYO Electric Co.,Ltd.
Made in China
100-120V~ 3.2A 50/60Hz
200-240V~ 1.6A 50/60Hz
US LISTED

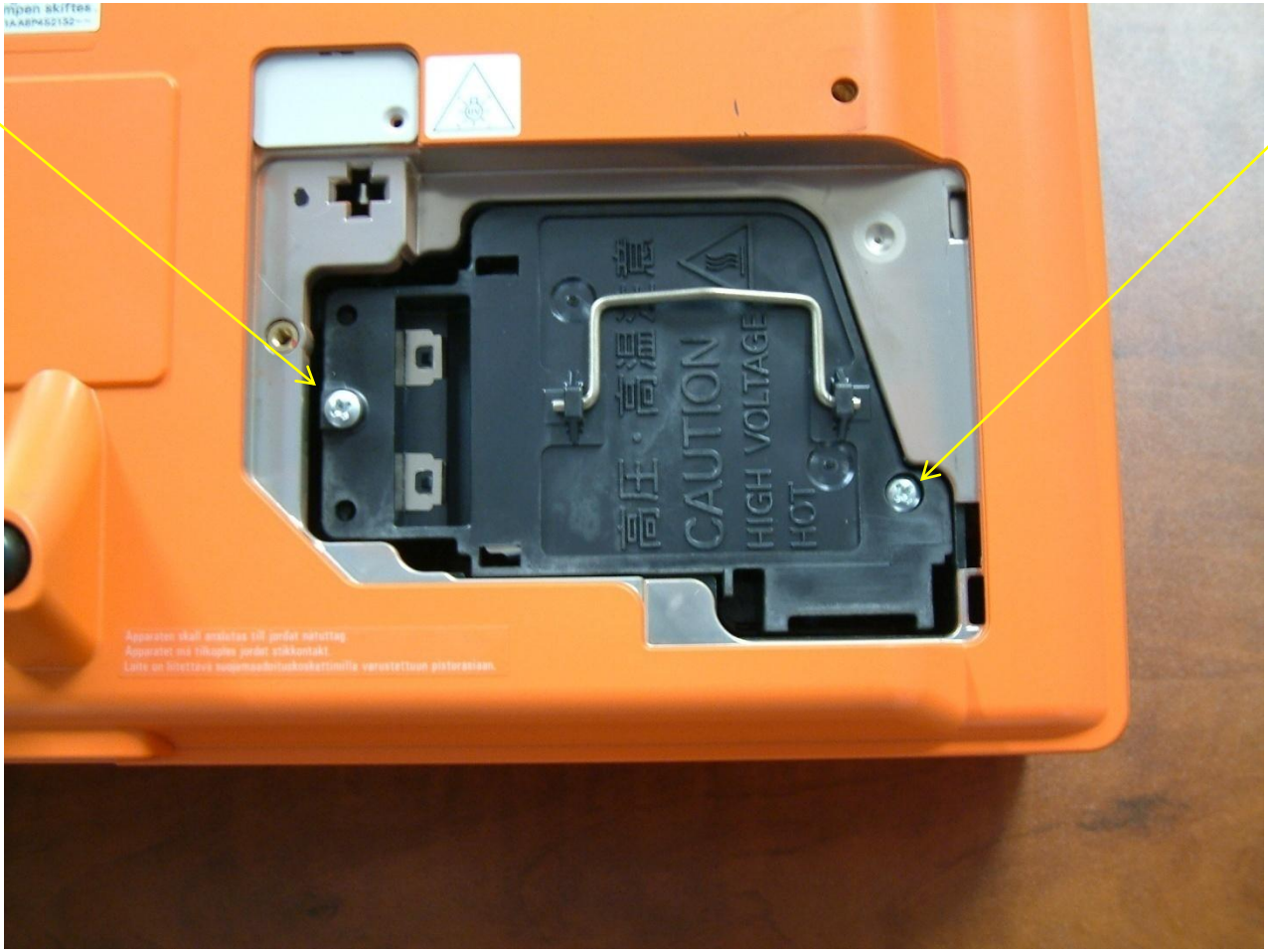
Bulb Cover

Remove

Maintenance – Remove Bulb – AB2

Remove
Bulb Cover
CAUTION
RISK OF ELECTRIC SHOCK
DO NOT OPEN
ULTRAVIOLET RADIATION EYE PROTECTION REQUIRED DURING SERVICING.
AVIS: RISQUE DE CHOC ELECTRIQUE – NE PAS OUVRIR
WARNING
ALLOW TO COOL BEFORE ATTEMPTING TO CHANGE THE LAMP.
USE ONLY REPLACEMENT LAMP PART NO. 610 323 0726.
CAUTION: High-pressure lamp may explode if improperly handled. Refer to lamp replacement instructions.
ATTENTION: Les lampes à haute pression peuvent exploser si elles sont mal utilisées. Confier l'entretien à une personne qualifiée.
VORSICHT: Die Hochdrucklampe kann bei falscher Handhabung explodieren. Siehe Anleitungen zum Austausch der Lampe.
PRECAUCIÓN: La lámpara de alta presión puede explotar si se manipula incorrectamente. Consulte las instrucciones para el cambio de la lámpara.
ATTENZIONE: La lampada ad alta pressione potrebbe esplodere, se maneggiata in modo improprio. Fare riferimento alle istruzioni di sostituzione della lampada.
SERIAL NO G6X10156

Maintenance – AB2



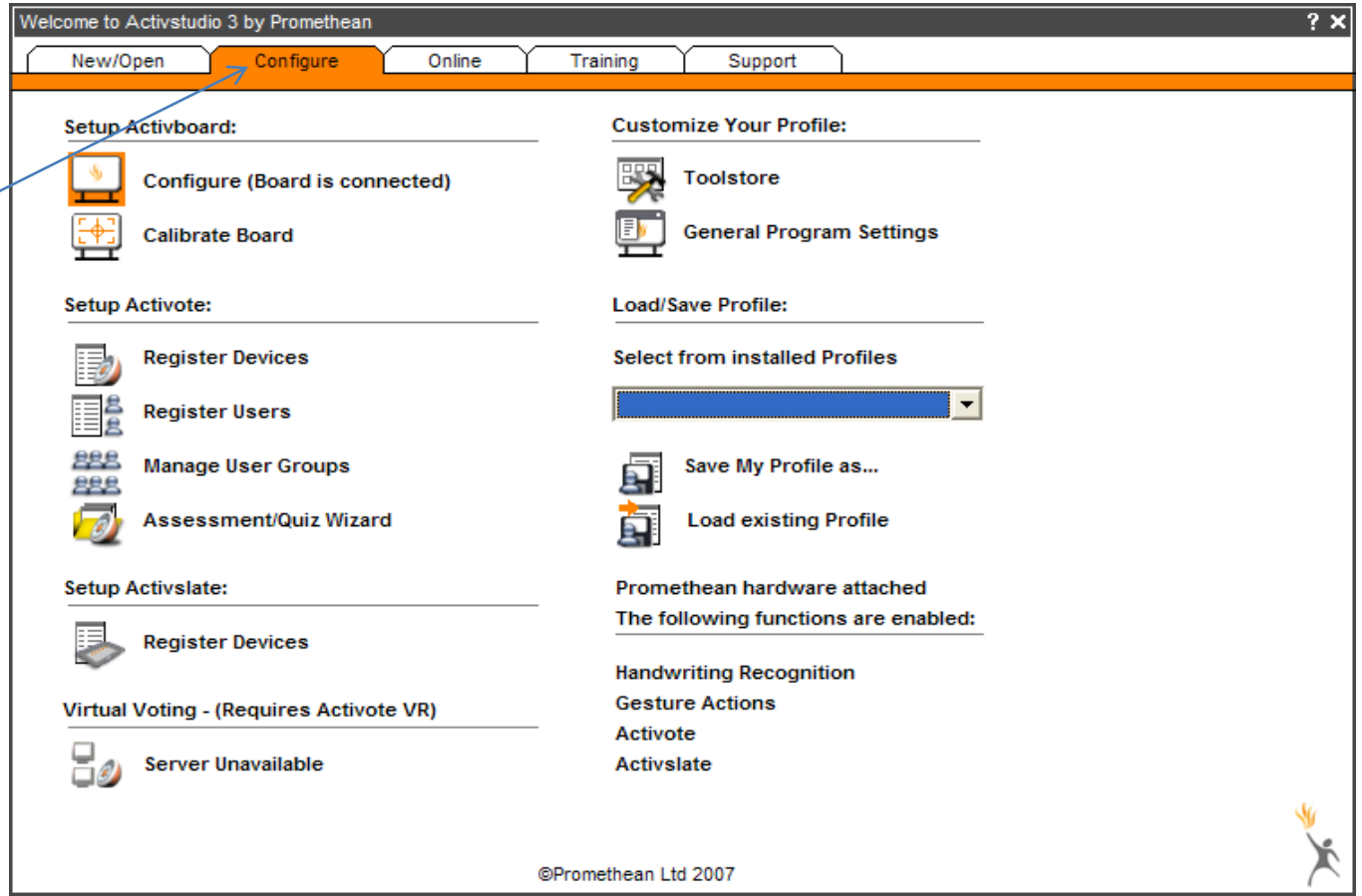
Maintenance – Cleaning Board

- To clean the board use a soft cloth and EXPO White Board Cleaner.

Registering Activslate

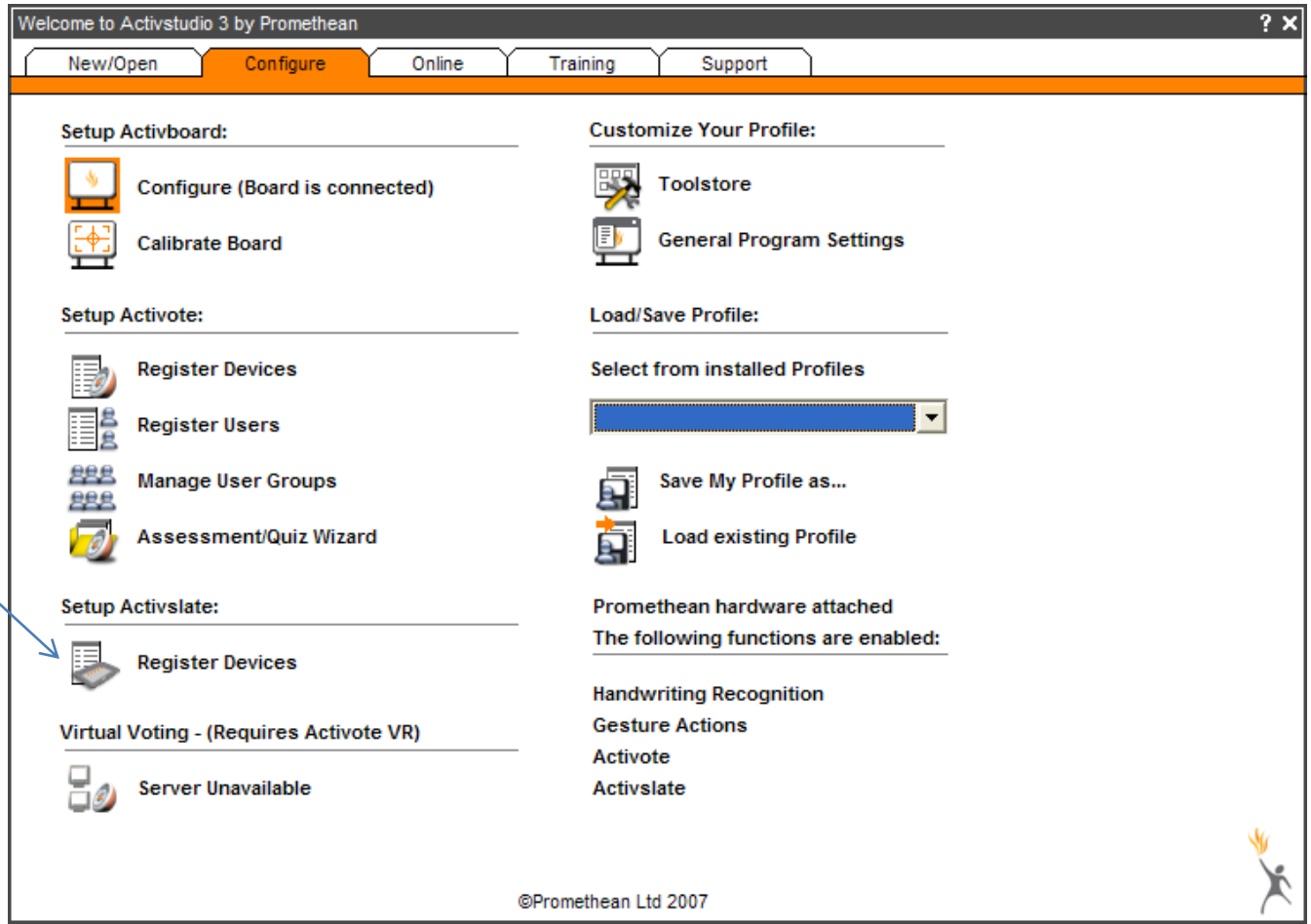
- Step 1 – Double click Activstudio 3 icon on computer desktop to open Activstudio
- Step 2 – Click on Configure Tab

Click this tab



Registering Activslate

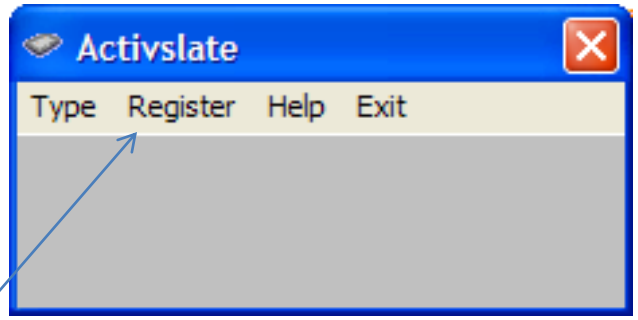
- Click on Register Devices under Setup Activslate



Click Here

Registering Activslate

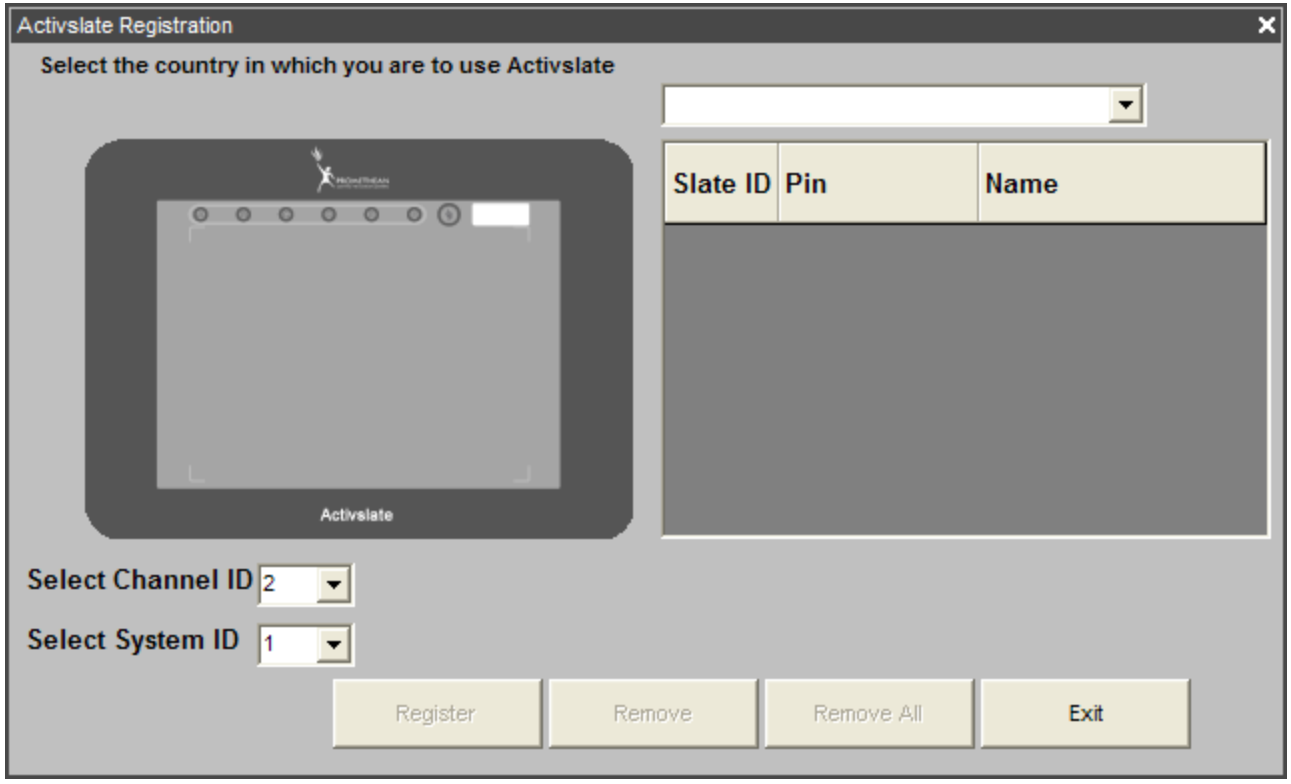
- You will then have the following box to pop up
- Click Register



Click Here

Registering Activslate

- After you click Register the following box will pop up.

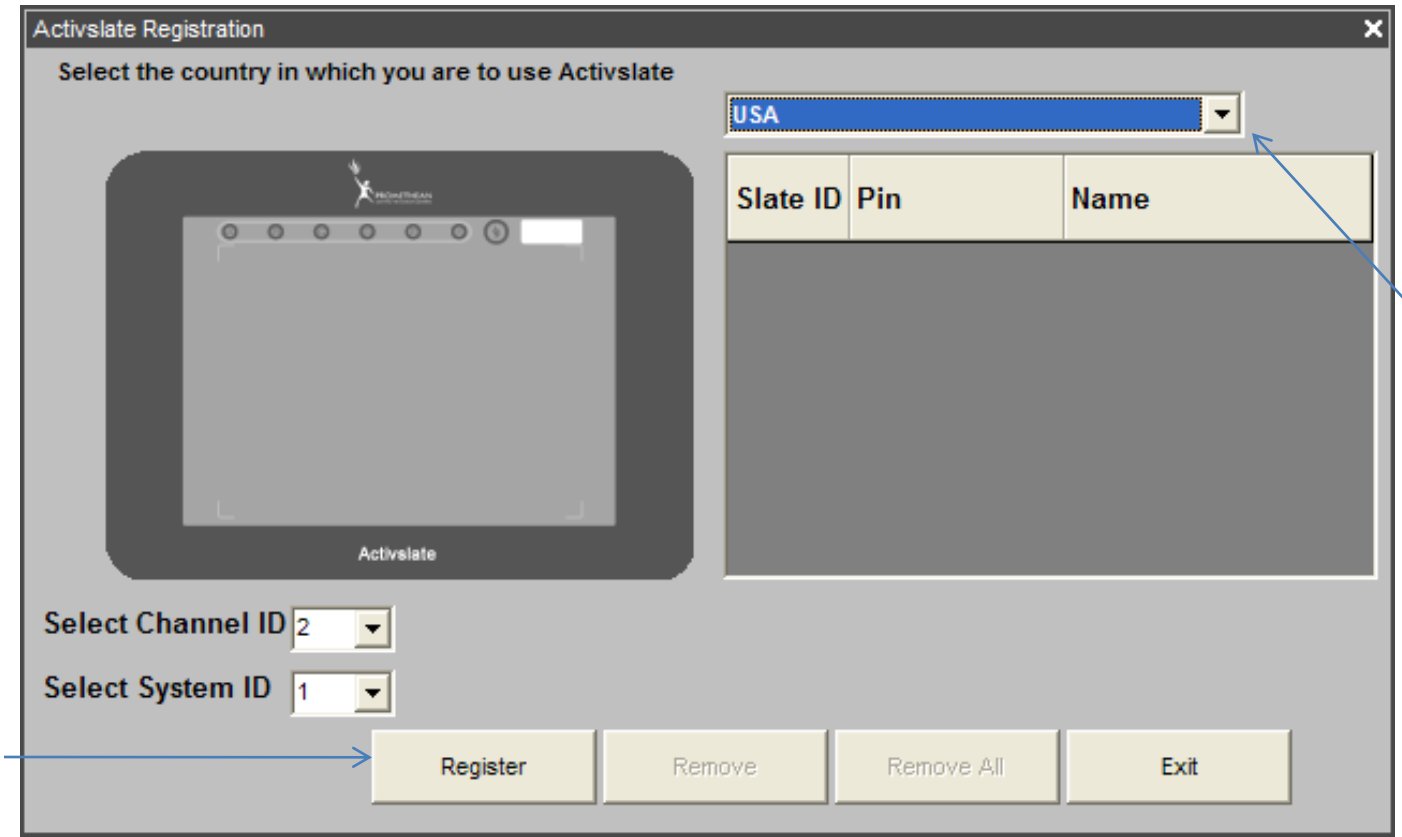


Registering Activslate

- Turn on your slate by pressing the little orange button on the top right side of the slate.
- You will see the following in the display on the right – Slate XX ACTIVslateXR MENU
- Your slate is now ready to register

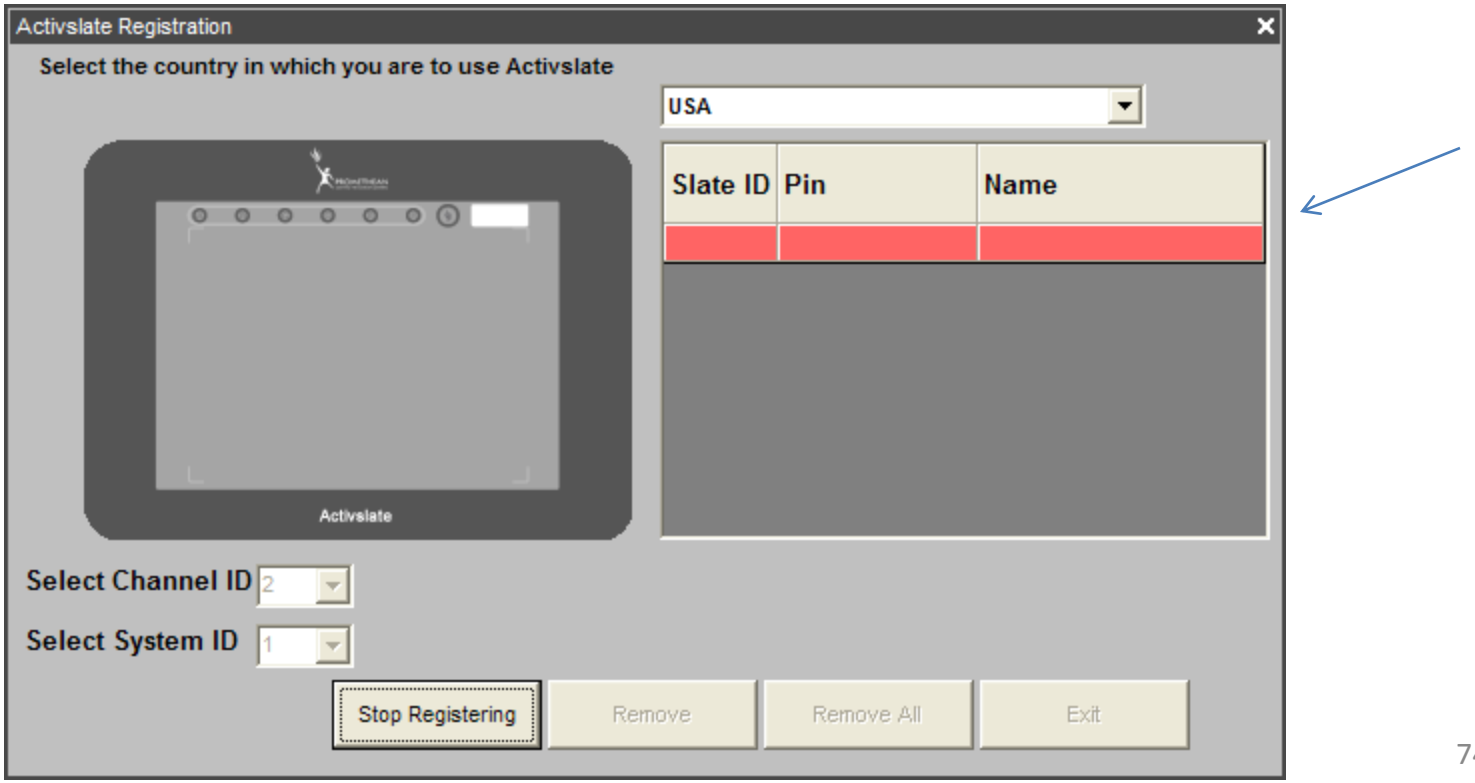
Registering Activslate

- In the drop down box on the top right – select USA
- Then Click Register



Registering Activslate

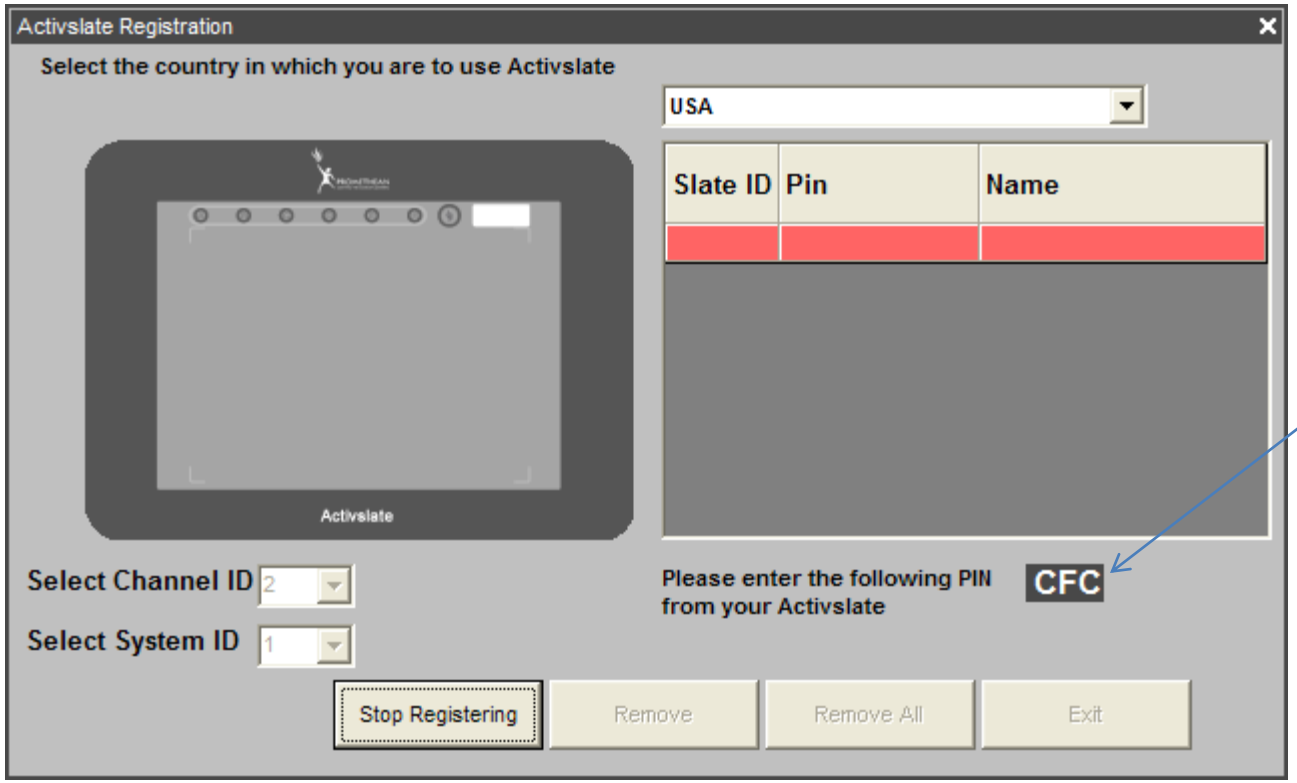
- You will know that the board is ready to register the slate due to the fact that the SLATE ID, PIN, & NAME have a red block below them



Registering Activslate

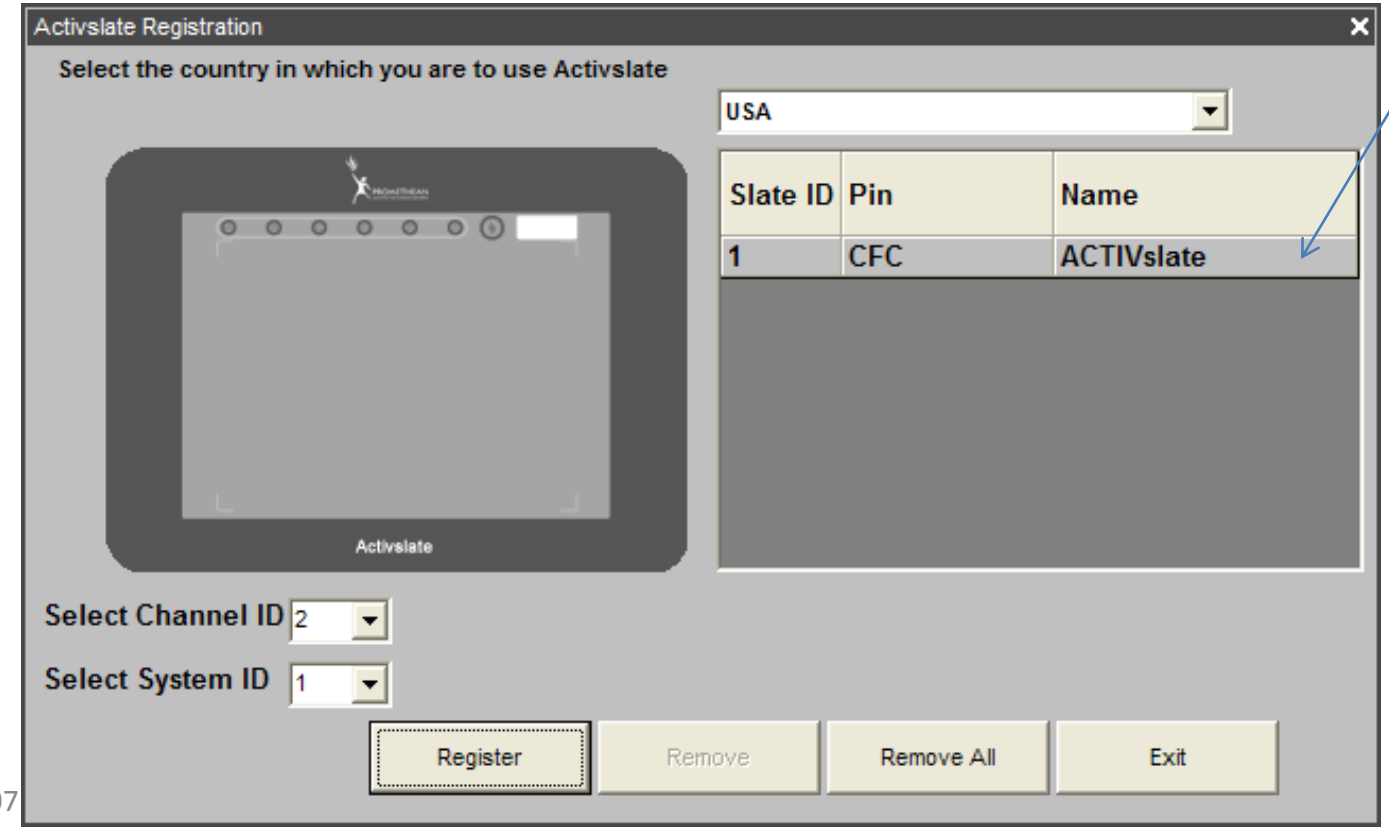
- Once you click Register, you then need to pick up your slate and pen and press the Orange Flame Button until the word Register pops up on the screen on the slate
- You will then see a 3 digit PIN pop up on the Registration screen. This needs to be put in the slate with the letters that run across the top of the slate. Example – For the code BCD you will press the B,C,D on the slate.

Registering Activslate



Registering Activslate

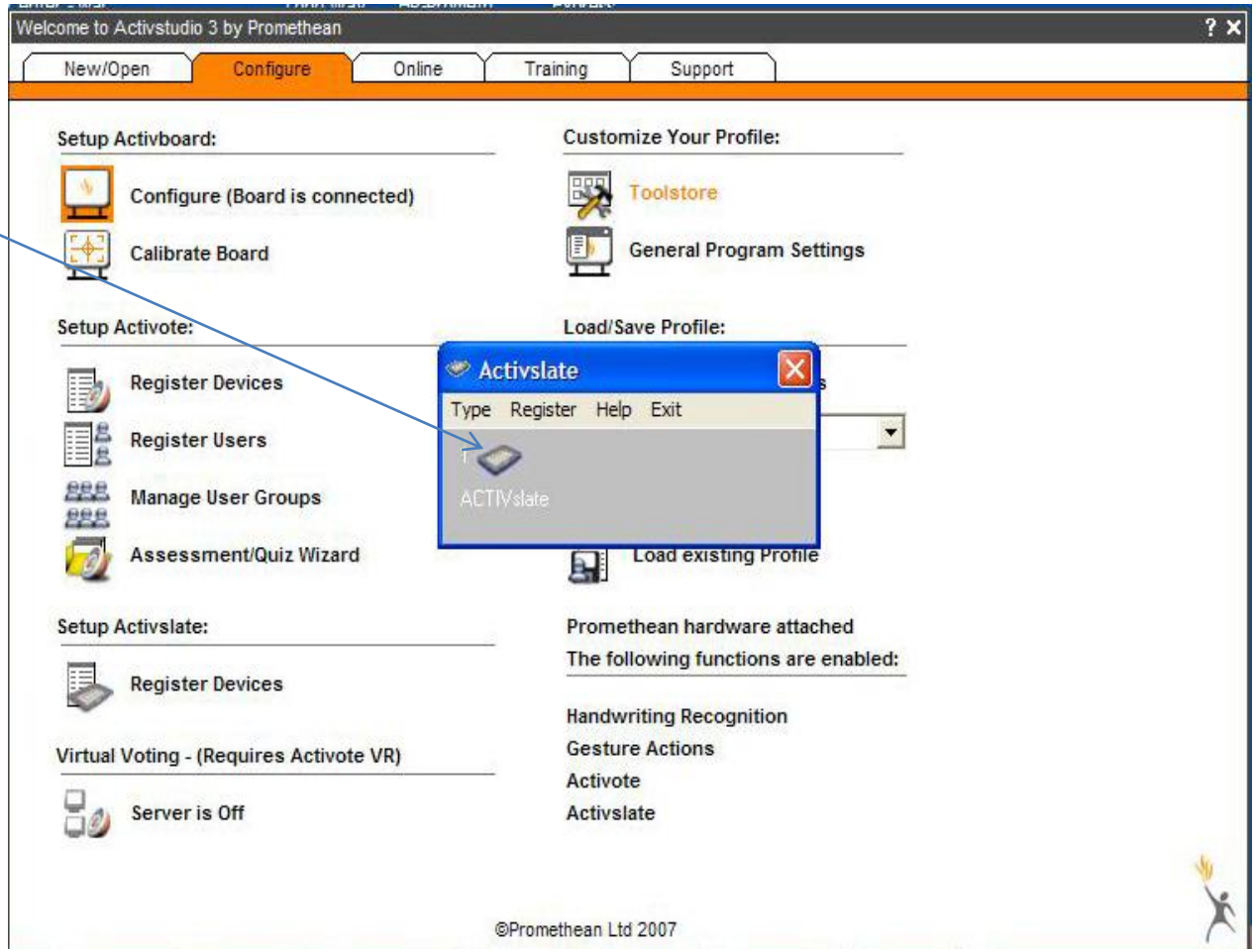
- Once the 3 Digit Pin has been entered on the slate it will then be registered.
- Click Exit



Registered Activslate

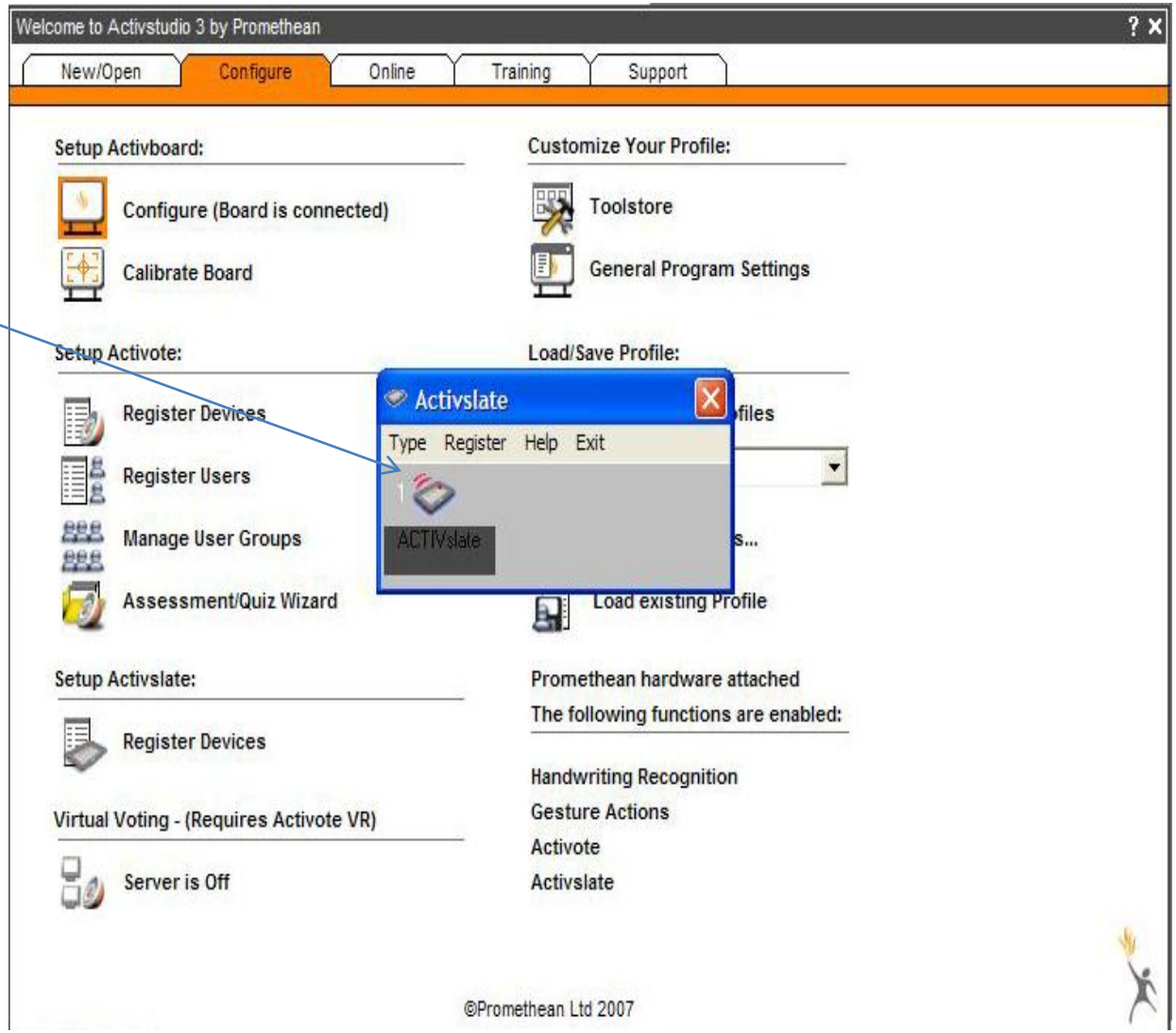
Registering Activslate

Click the Activslate Icon to change the slate to a ready state



Registering Activslate

When you see the RED Wave Icon you know the slate is active and ready to be used with the Promethean Board



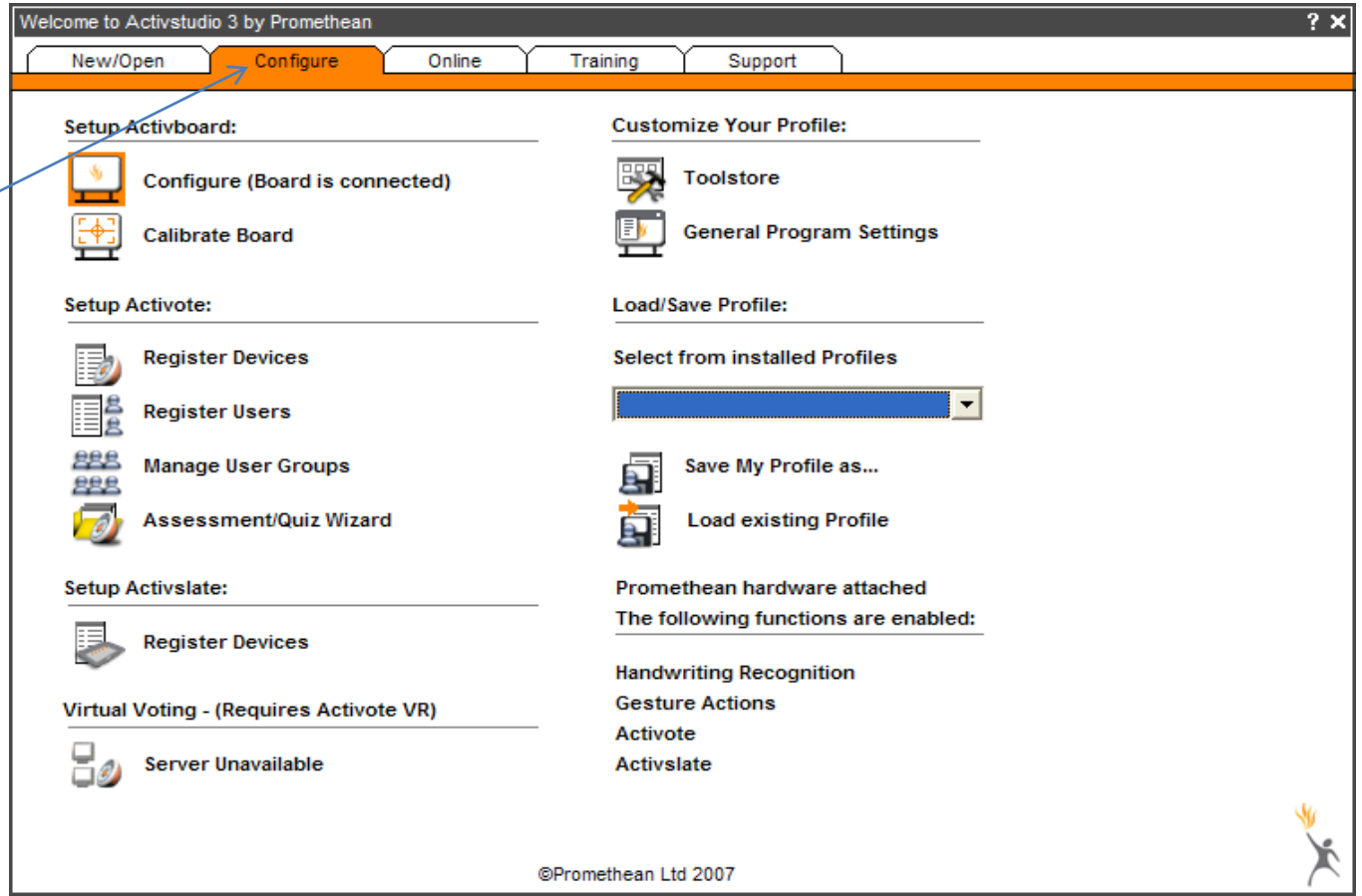
Registering Activeslate

- To remove a registered Activslate from a board you will need to go back into the registration screen and select the device you want to remove, highlight it and click remove

Registering Activotes

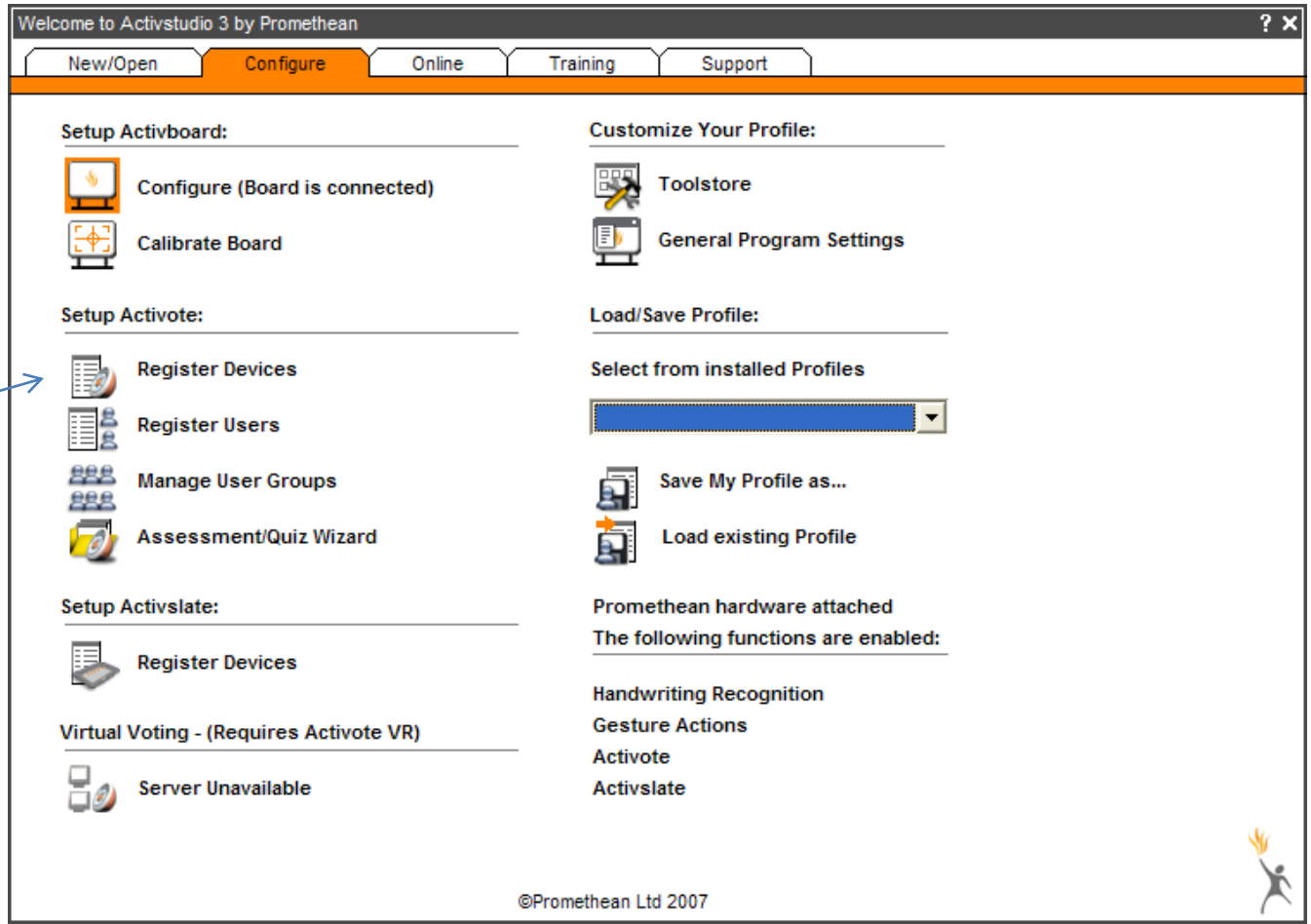
- Step 1 – Double click Activstudio 3 icon on computer desktop to open Activstudio
- Step 2 – Click on Configure Tab

Click this tab



Registering Activotes

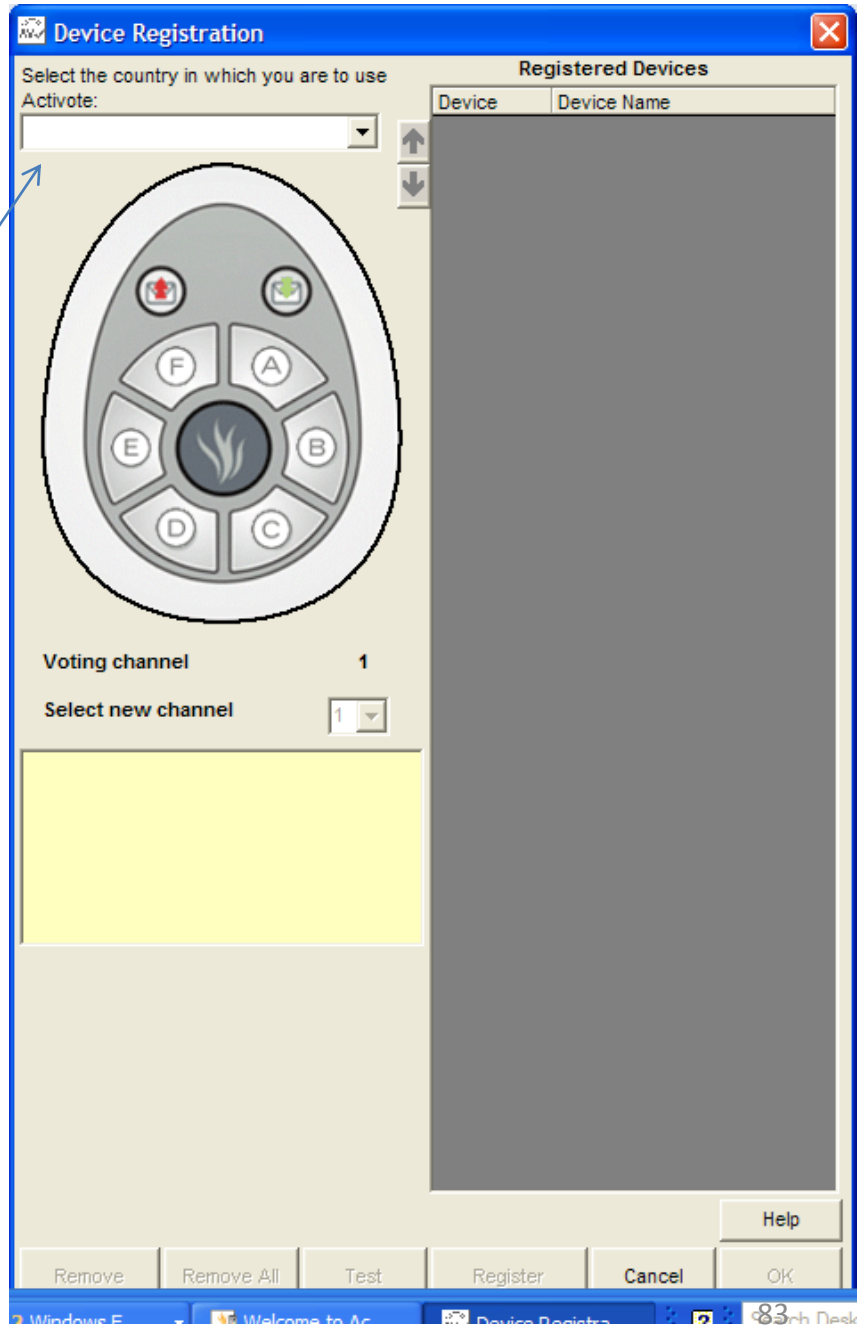
- Click on Register Devices under Setup Activote



Click Here

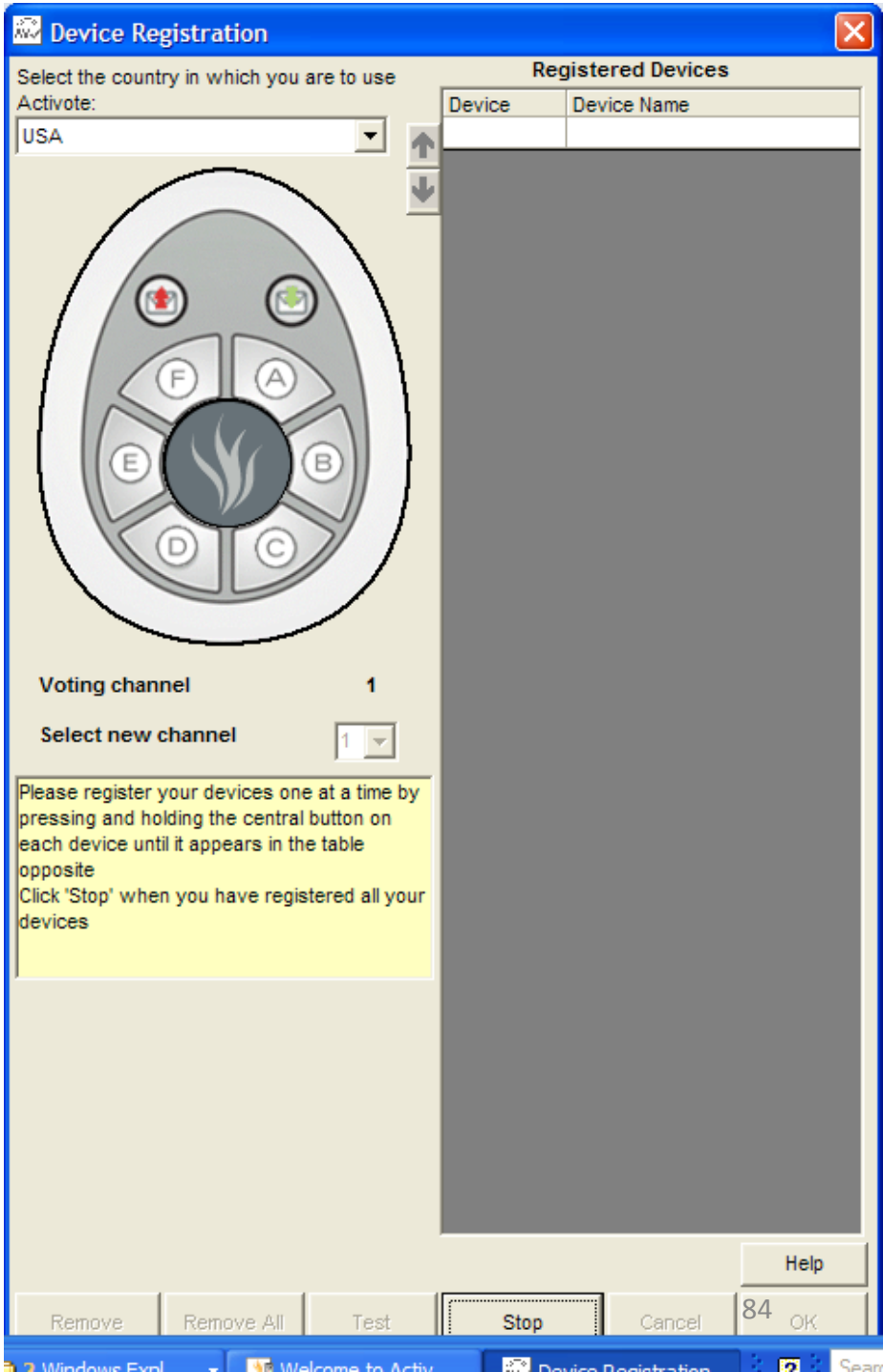
Registering Activotes

- You will then have the registration screen open up
- Select Country
- Then Click Register



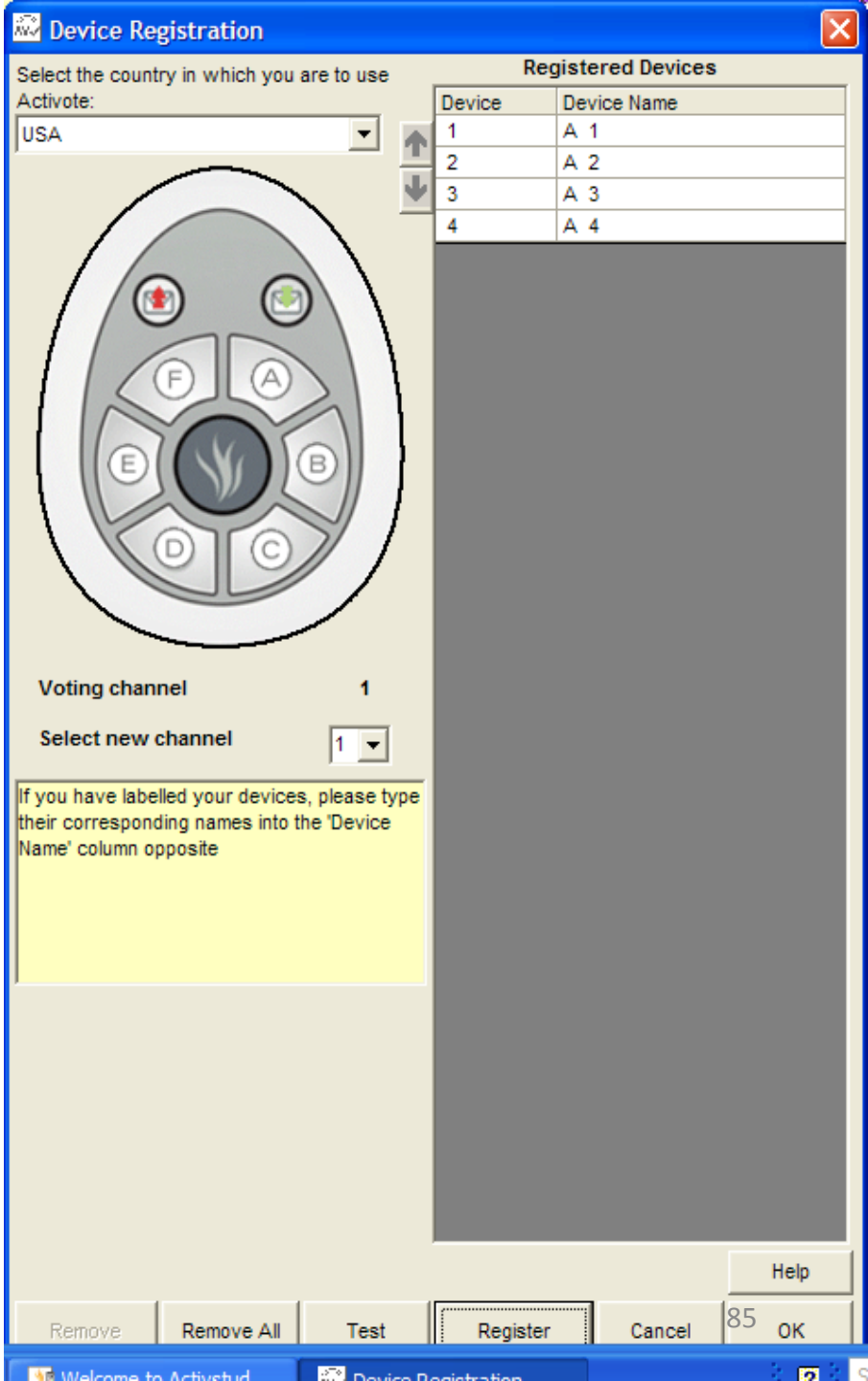
Registering Activotes

- Once you click Register then you can start registering votes.
- This is done by holding down the center button on the vote. The button with the red arrow will flash red and then the button with the green arrow will flash green when it has been registered
- Once you are done registering votes, click Stop



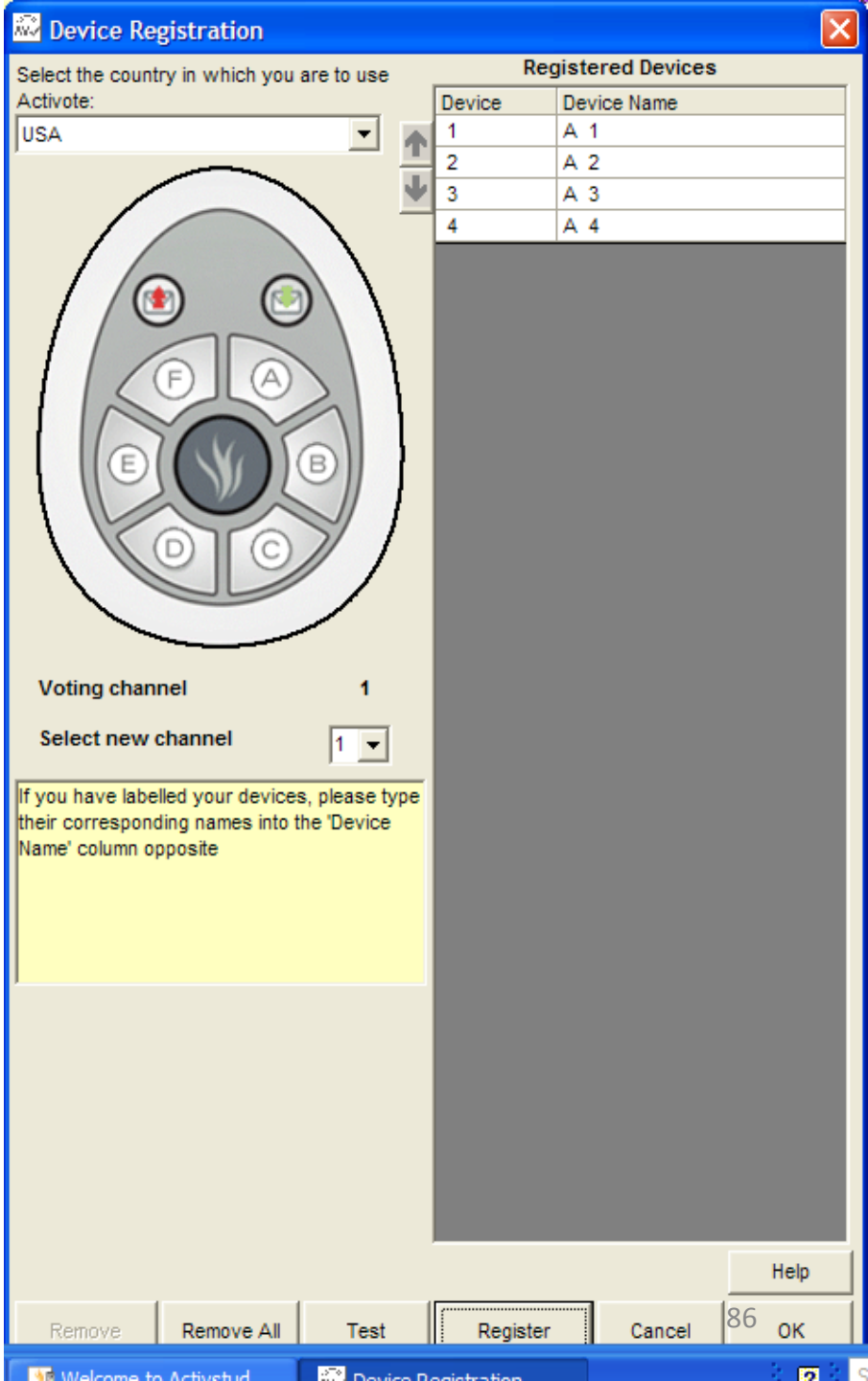
Registering Activotes

- The votes will show up one by one as you register them. Be sure to mark your votes 1 thru 32 and register them in that same order.



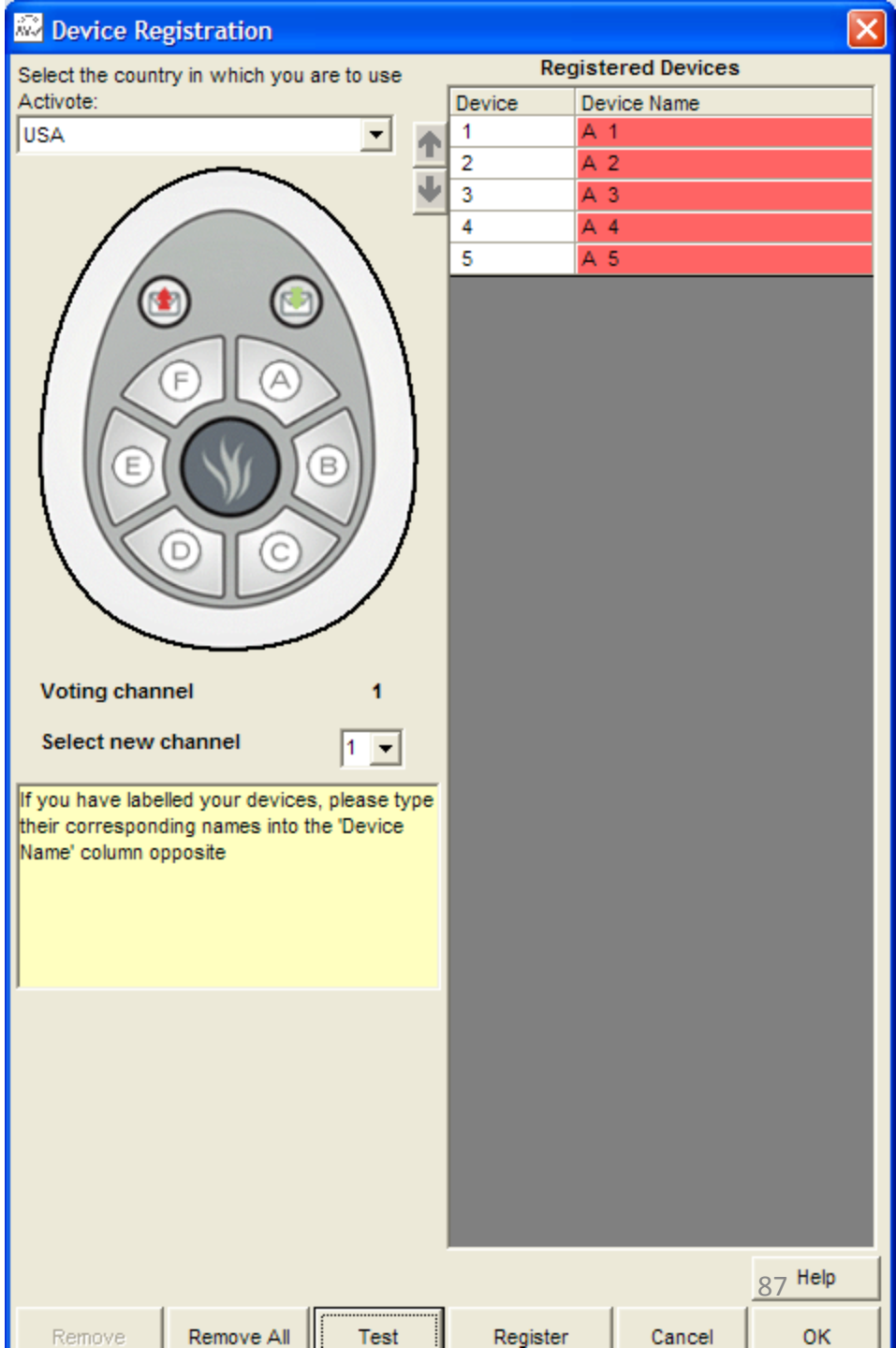
Testing Activotes

- Click Test, this will put all the register votes in test mode.



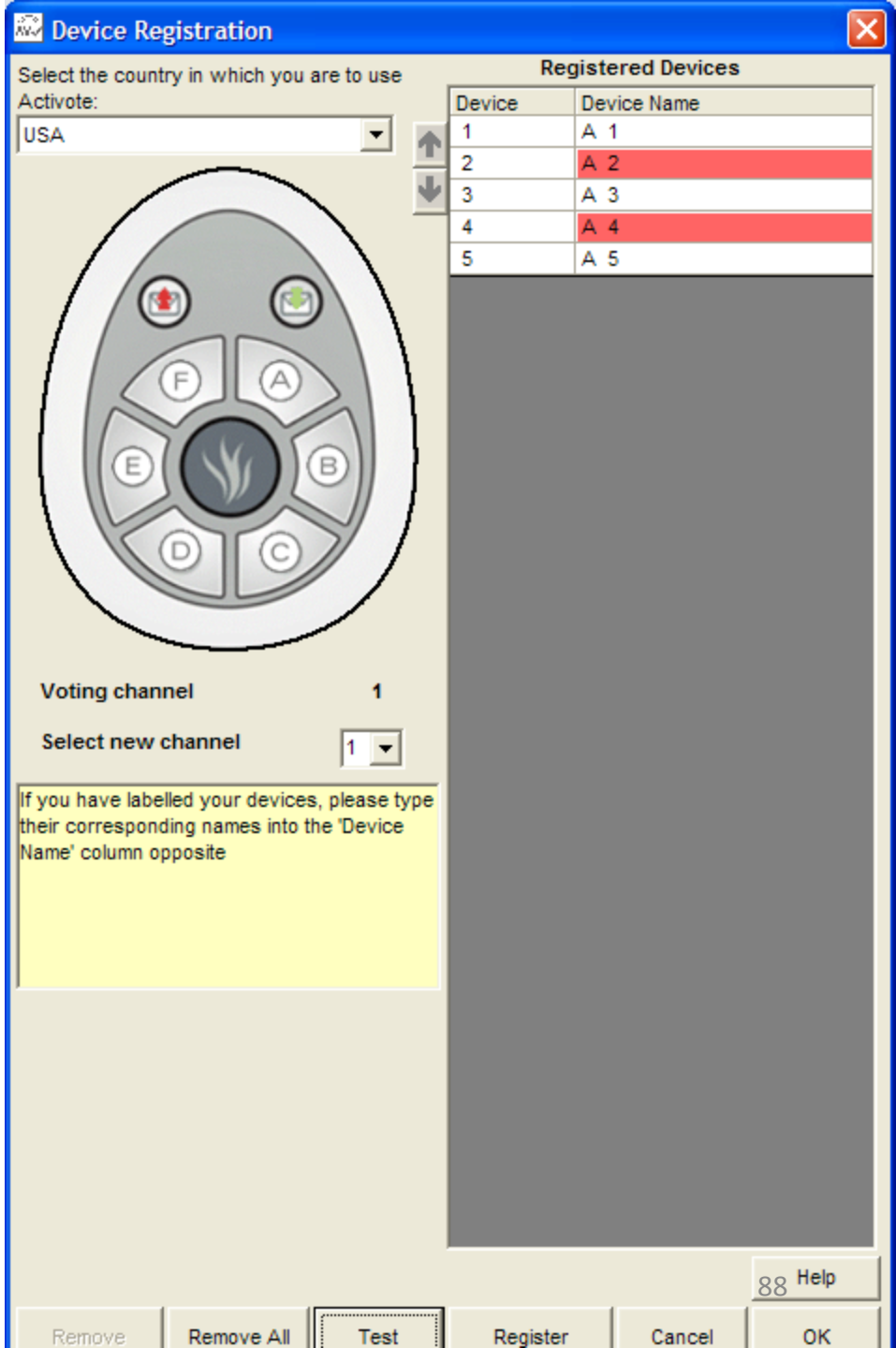
Testing Activotes

- All registered votes will be highlighted in red. As you test the votes (by pressing one of the 6 letter buttons on the vote) the registered votes will turn white



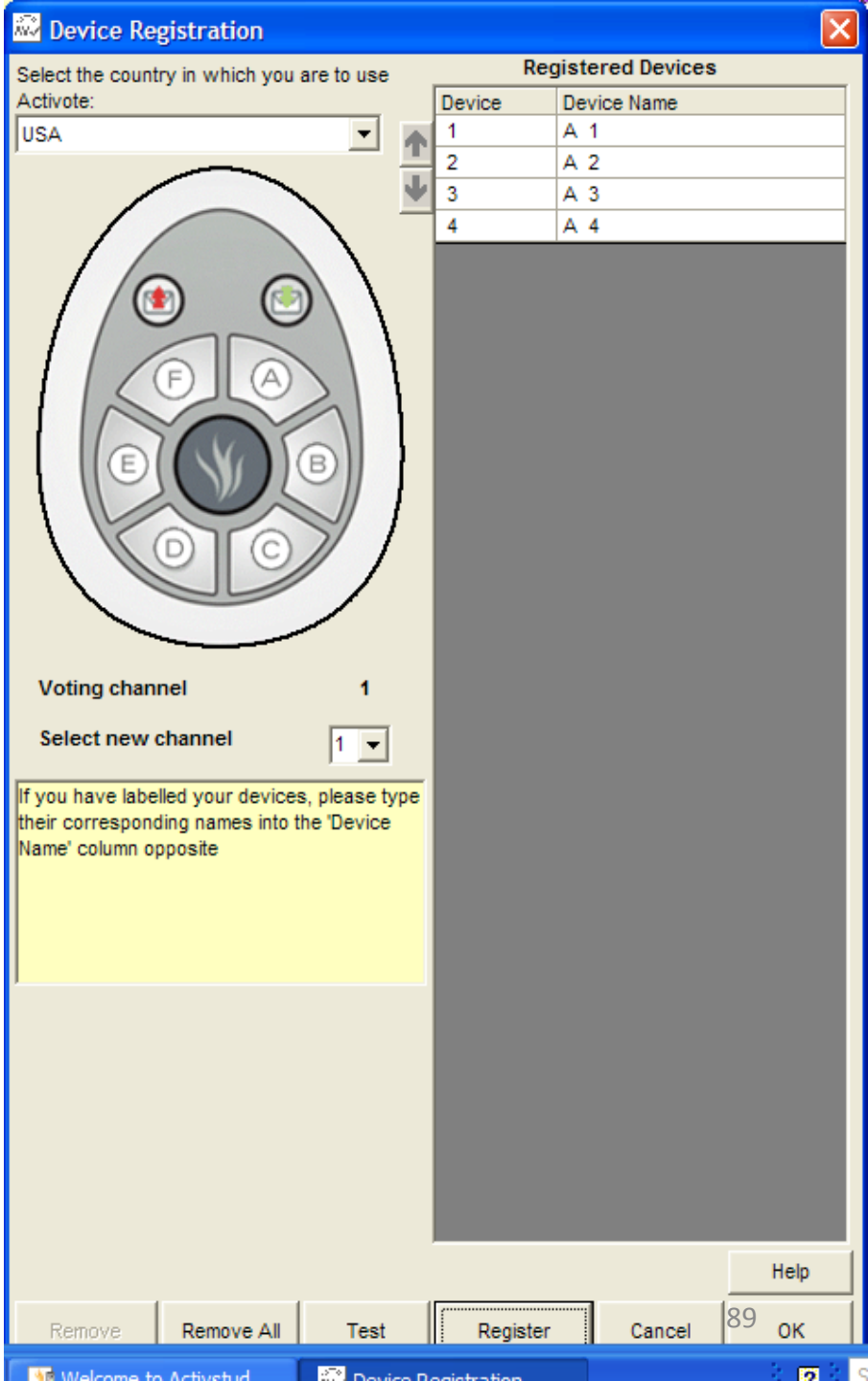
Testing Activotes

- White Device Names – Tested Votes
- Red Device Name – Untested Votes
- Once you are finish click ok and the votes are ready to use



Removing Activotes

- Open up the Device Registration and select Remove All to remove the registered Activotes



Technical Support

For Technical support please contact the CSI Help Desk @

Call: 1-888-866-4CSI

Web: www.csioutfitters.com

Email: csisupport@csioutfitters.com